S501
Sources and Services for Knowledge and Information

Department of Library and Information Science
Indiana University School of Informatics and Computing, Indianapolis
Summer II 2014

Section No.: 14892 Credit Hours: 3
Time: Meeting Online
Location: Online

First Class: June 30 2014
Website: Oncourse

Instructor: Jingfeng Xia, Ph.D. Associate Professor
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Website: http://pages.iu.edu/~xiaji

Prerequisites: S401

COURSE DESCRIPTION

This course examines the nature of reference work, human information needs, and information literacy. It includes search principles and techniques in major information retrieval systems and experience in evaluation and use of information sources, finding answers to questions reflecting the multidisciplinary and multicultural interests and characteristics of library users.

COURSE DELIVERY

This course will be taught at a distance using the Internet. It consists of class notes, readings, and assignments. We will use Oncourse for class interactions. Students are expected to login Oncourse every day to read and study class materials, and to participate in online activities. Class notes will be posted by the instructor, usually one day before taking a new topic. The Assignments feature of Oncourse is the place where students submit their assigned work. Any questions for the instructor can be sent through Message on Oncourse. In order to efficiently work with Oncourse, students are required to obtain their ID and play with Oncourse before the beginning of the class. Any concern pertaining to technical aspects of Oncourse can be directed to IUPUI’s Center for Teaching and Learning located on the first floor of the university library, or at http://www.ctl.iupui.edu.
To some extents, students will need to self-control the pace of learning. It is, thus, difficult to anticipate how much time it will take to complete course related work. It will vary from student to student, and from class topic to class topic. It is assumed that, for a graduate course, students will need to spend a minimum of three hours in preparation for every hour in class. Students need to spend time on the required textbook and assigned class readings and participate in online activities.

Please note that this is an online class for summer session II only (June 30 – August 11). It is meant to be intense, dense, and challenging. Please be prepared to have a busy and fast-paced class.

Required Text(s):
Title: Reference and Information Services in the 21st Century: An Introduction
Authors: Kay Ann Cassell and Uma Hiremath
Edition: 2nd Revised Edition
Publisher: Neal-Schuman Publishers
Book site: http://publisher’s website for the book
ISBN: 978-1555707408
Available at Amazon.com:

Additional Readings:
Available on Oncourse throughout the semester

Course Outcomes:
The learning objectives of this course include the following:
1. Understanding of the reference interview and instruction
2. Knowledge of basic online and paper-based reference sources
3. Acquisition of basic searching skills
4. Acquisition of knowledge and skills for basic subject-specific bibliography construction

Core Competencies:
1. Possesses and continually develops broad general knowledge
2. Assesses users’ requirements and appropriately identifies materials, databases and Web sites to match their needs
3. Capable of finding and evaluating the information sources best suited for answering reference questions in a variety of subject areas
4. Understands the structure and organization of information in a variety of formats

Software Used:
None

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EXPECTATIONS, GUIDELINES, AND POLICIES

Attendance:
Online Participation is essential to this class. It will be assessed upon class activities and other assignments on Oncourse, and demonstration of familiarity with assigned readings. Online discussions and activities are a major part of the learning. It is your responsibility to study the textbook and class notes.

Incomplete:
The instructor may assign an Incomplete (I) grade only if at least 75% of the required coursework has been completed at passing quality and holding you to previously established time limits would result in unjust hardship to you. All unfinished work must be completed by the date set by the instructor. Left unchanged, an Incomplete automatically becomes an F after one year. http://registrar.iupui.edu/incomp.html

Deliverables:
You are responsible for completing each deliverable (e.g., exercise, activity) by its deadline and submitting it by the specified method. Deadlines are outlined in the syllabus or in supplementary documents accessible through Oncourse. Should you miss a class topic, you are still responsible for completing the deliverable and for finding out what was covered in class, including any new or modified deliverable. In fairness to the instructor and students who completed their work on time, a grade on a deliverable shall be reduced 20%, if it is submitted late and a further 20% for each 24-hour period it is submitted after the deadline.

Exams/quizzes:
There are no exams and quizzes in this class.

Class assignments:

- Exercises 40 points
- Class Activities 20 points
- Webliography 20 points
- Reference Observation and Interview 20 points

Grading Information:
- Exercises – A total of 5 exercises, each worth 8 points, must be completed. Each exercise will contain one to several questions that students need to answer by searching particular reference sources. These questions will be distributed to students over the course of the term.
- Class activities – Detailed instructions for each class activity will be available on Oncourse several days before its due day.
- Reference Observation and Interview – Students need to arrange visit(s) to a library. They will spend at least two hours in the library to observe the reference process and talk to the reference librarian to learn some operational details, with approval from a
librarian or his/her supervisor in advance. A list of questions and issues will be distributed to guide the engagement through Oncourse in the first week of the class. Students will write up their observations in a 4-6 page-long paper.

- Webliography – Students are required to develop a website for a selected topic and a list of core reference material. It will also introduce the scope of the collection, and define and introduce the library environment and user community. An annotation for each of 35-50 items is necessary, which may include items in the format of electronic or print versions of atlas, handbook, dictionaries, subject encyclopedia, almanac, statistical sources, biographical sources, abstracting and indexing tools, as well as general reference works on the internet. Please focus on the evaluation and selection criteria for each inclusion. Detailed instructions will be available on Oncourse in the beginning of the class.

**General Guidelines for Assignments**

All written work should be double spaced, in 11- or 12-point font. Acceptable formats are MS Word (doc or docx), PDF, or webpage. Other creative formats may be acceptable with the approval of the instructor. All assignments should be submitted through Oncourse unless otherwise instructed.

Criteria for assessment will be based on attention to individual assignment guidelines, as well as on evidence of wide reading and reflection of the topics under consideration. In-depth discussion about each individual assignment will occur at the beginning of the class. Should students have any questions or concerns about the assignments as we move through the sessions, feel free to ask the instructor by sending emails on Oncourse.

To prepare the papers, students need to follow any of the citation styles (e.g., MLA, APA, Chicago, and Harvard). Please familiarize yourself with any of the style manuals. An easy-to-check website by Purdue University provides basics of the first three citation styles http://owl.english.purdue.edu. For detailed information, students can visit their libraries in the reference section.

**Principles of Graduate and Professional Learning (PGPL)**

Learning outcomes are assessed in the following areas:

- Knowledge and skills mastery (K&S)
- Critical thinking and good judgment (CT)
- Effective communication (EC)
- Ethical behavior (EB)

**WEEKLY SCHEDULE**

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<tr>
<th>Day</th>
<th>Topic</th>
<th>Reading</th>
<th>Due Date</th>
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<tr>
<td>Jun 30</td>
<td>Course Introduction</td>
<td>Instructions for assignments</td>
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<td>Questions – Course &amp; Assignments</td>
<td>Textbook Chapter 1</td>
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<td>Reference Professionals</td>
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<td>Date</td>
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<td>Jul 3</td>
<td>Bibliographies</td>
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<td>Search Strategies</td>
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<td>Jul 7</td>
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<td>Indexes and Databases</td>
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<td>Jul 14</td>
<td>Internet Resources</td>
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<td>Jul 18</td>
<td>Reference Interview</td>
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<td>Jul 21</td>
<td>Reference Tools – Ready Reference,</td>
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<td>Encyclopedias, Dictionaries, Biographies</td>
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<td>Jul 25</td>
<td>Special References – Business, Law &amp;</td>
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<td>Medical resources</td>
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<td>Jul 28</td>
<td>Government Sources</td>
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<td>Aug 3</td>
<td>Special References – Children &amp;</td>
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<td>Young adults</td>
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<td>Aug 5</td>
<td>Evaluation</td>
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<td>Reference Collection and Assessment</td>
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<td>Reference 2.0 and the Future</td>
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**Grading Scale:**

- **A** 95 – 100: Excellent achievement
- **A–** 90 – 94: Very good work
- **B+** 87 – 89: Good work
- **B** 83 – 86: Marginal work
- **B–** 80 – 82: Very marginal work
C+ 77 – 79 Unacceptable work (Core course must be repeated)
C  73 – 76 Unacceptable work (Core course must be repeated)
C– 70 – 72 Unacceptable work (Elective or core course must be repeated)
D+ 67 – 69 Unacceptable work (Elective or core course must be repeated)
D  63 – 66 Unacceptable work (Elective or core course must be repeated)
D– 60 – 62 Unacceptable work (Elective or core course must be repeated)
F  Below 60 Unacceptable work (Elective or core course must be repeated)

MISSION STATEMENT
The Mission of IUPUI is to provide for its constituents excellence in
• Teaching and Learning;
• Research, Scholarship, and Creative Activity; and
• Civic Engagement.

With each of these core activities characterized by
• Collaboration within and across disciplines and with the community;
• A commitment to ensuring diversity; and
• Pursuit of best practices.

IUPUI’s mission is derived from and aligned with the principal components—Communities of Learning, Responsibilities of Excellence, Accountability and Best Practices—of Indiana University’s Strategic Directions Charter.

STATEMENT OF VALUES
IUPUI values the commitment of students to learning; of faculty to the highest standards of teaching, scholarship, and service; and of staff to the highest standards of service. IUPUI recognizes students as partners in learning. IUPUI values the opportunities afforded by its location in Indiana’s capital city and is committed to serving the needs of its community. Thus, IUPUI students, faculty, and staff are involved in the community, both to provide educational programs and patient care and to apply learning to community needs through service. As a leader in fostering collaborative relationships, IUPUI values collegiality, cooperation, creativity, innovation, and entrepreneurship as well as honesty, integrity, and support for open inquiry and dissemination of findings. IUPUI is committed to the personal and professional development of its students, faculty, and staff and to continuous improvement of its programs and services.

CODE OF CONDUCT
All students should aspire to the highest standards of academic integrity. Using another student’s work on an assignment, cheating on a test, not quoting or citing references correctly, or any other form of dishonesty or plagiarism shall result in a grade of zero on the item and possibly an F in the course. Incidences of academic misconduct shall be referred to the Department Chair and repeated violations shall result in dismissal from the program.

All students are responsible for reading, understanding, and applying the Code of Student
Rights, Responsibilities and Conduct and in particular the section on academic misconduct. See The Code > Responsibilities > Academic Misconduct at http://www.indiana.edu/~code/.

Academic Misconduct:

1. **Cheating:** Cheating is considered to be an attempt to use or provide unauthorized assistance, materials, information, or study aids in any form and in any academic exercise or environment.
   a. A student must not use materials from a commercial term paper company, files of papers prepared by other persons, or submit documents found on the Internet.
   b. A student must not collaborate with other persons on a particular project and submit a copy of a written report that is represented explicitly or implicitly as the student’s individual work.
   c. A student must not submit substantial portions of the same academic work for credit or honors more than once without permission of the instructor or program to whom the work is being submitted.
   d. A student must not, without authorization, alter a grade or score in any way, nor alter answers on a returned exam or assignment for credit.

2. **Fabrication:** A student must not falsify or invent any information or data in an academic exercise including, but not limited to, records or reports, and citation to the sources of information.

3. **Plagiarism:** Plagiarism is defined as presenting someone else’s work, including the work of other students, as one’s own. Any ideas or materials taken from another source for either written or oral use must be fully acknowledged, unless the information is common knowledge. What is considered “common knowledge” may differ from course to course.
   a. A student must not adopt or reproduce ideas, opinions, theories, formulas, graphics, or pictures of another person without acknowledgment.
   b. A student must give credit to the originality of others and acknowledge indebtedness whenever:
      1. directly quoting another person’s actual words, whether oral or written;
      2. using another person’s ideas, opinions, or theories;
      3. paraphrasing the words, ideas, opinions, or theories of others, whether oral or written;
      4. borrowing facts, statistics, or illustrative material; or
      5. offering materials assembled or collected by others in the form of projects or collections without acknowledgment

4. **Interference:** A student must not steal, change, destroy, or impede another student’s work, nor should the student unjustly attempt, through a bribe, a promise of favors or threats, to affect any student’s grade or the evaluation of academic performance. Impeding another student’s work includes, but is not limited to, the theft, defacement, or mutilation of resources so as to deprive others of the information they contain.
5. **Violation of Course Rules:** A student must not violate course rules established by a department, the course syllabus, verbal or written instructions, or the course materials that are rationally related to the content of the course or to the enhancement of the learning process in the course.

6. **Facilitating Academic Dishonesty:** A student must not intentionally or knowingly help or attempt to help another student to commit an act of academic misconduct, nor allow another student to use his or her work or resources to commit an act of misconduct.

**OTHER POLICIES**

1. **IUPUI course policies:** A number of campus policies governing IUPUI courses may be found at the following link: [http://registrar.iupui.edu/course_policies.html](http://registrar.iupui.edu/course_policies.html)

2. **Disabilities Policy:** In compliance with the Americans with Disabilities Act (ADA), all qualified students enrolled in this course are entitled to reasonable accommodations. Please notify the instructor during the first week of class of accommodations needed for the course.

3. **Administrative Withdrawal:** A basic requirement of this course is that students participate in all class discussions and conscientiously complete all required course activities and/or assignments. If a student is unable to participate in, or complete an assignment on time, it is the student’s responsibility to inform the instructor. If a student misses more than half of the required activities within the first 25% of the course without contacting the instructor, the student may be administratively withdrawn from this course. Administrative withdrawal may have academic, financial, and financial aid implications. Administrative withdrawal will take place after the full refund period, and a student who has been administratively withdrawn from a course is ineligible for a tuition refund. Contact the instructor with questions concerning administrative withdrawal.