

*Information Resources and Services/Reference
Library Technology 120
Fall 2009*

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Required Text: *Reference and Information Services for the 21st Century*
by Kay Ann Cassell and Una Hiremath, 2006
1-55570-563-4

Course Description: This course is an examination of library reference services. This course will prepare you to provide assistance in reference services. You will be introduced to principles and practices of reference interview, reference materials, database searching, online catalogs, World Wide Web searching and evaluation, and bibliographic instruction.

Student Learning Outcomes

At the end of this course students will be able to:

- Conduct an effective reference interview, including using referral techniques when appropriate
- Locate, evaluate, and use a wide range of print and online reference resources
- Prepare bibliographic instruction materials

Course Policies:

Attendance: Materials presented and discussions in each class meeting are essential to the completion of the course. Missed classes will result in loss of points on the Attendance/Class Participation component of your grade. Any student having two unexcused absences during the semester will be dropped from the course.

Dates and Penalties:

If a student processes a drop during the first four weeks of a full semester no grade will be assigned and no notation will appear on the student's permanent record.

Between the fourth week and the eighth week of a full semester a student may process a drop at his or her discretion and receive a withdrawal (W grade).

After the eighth week of a full semester course only evaluative (A, B, C, D, F, FW) or Incomplete (I) grades shall be assigned.

All students are expected to attend classes. Failure to attend classes can result in an "F" or "FW" grade, unless the student executes a drop within the time periods indicated above.

Refer to the 2009-2010 college calendar for specific dates or check the web page at www.palomar.edu/admissions for the most current information.

Computer Use: Written Projects and assignments must be completed using a Microsoft word processing program. Internet access and an email address are required components of the class.

Grading System & Policies: All assignments must be completed on time to receive full credit. Late assignments turned in by the beginning of the class meeting immediately following the due date will be eligible for no more than 50% of the possible grade points. No late assignments will be accepted after that time. There are no “make-up” dates for the Midterm exam or the Final Exam. Cheating, plagiarism and disruptive classroom behavior (including computer use when not appropriate) are grounds for expulsion from the class or a failing grade. Cell phones and pagers must be turned off or set to “vibrate” during classroom or library sessions. Grades will be determined according to the following distribution of points:

	Points	% of Grade
Class Attendance and Participation	100	10%
Reading and Written Assignments	200	20%
Job Shadowing Project	150	15%
Library Pathfinder Project	200	20%
Midterm Exam	150	15%
Final Exam	200	20%

The total number of points possible for the course is 1000. The grading scale will be:

A 900-1000 points B 800-899 points C 700-799 points
 D 600-699 points F 0-599 points

Students needing assistance are encouraged to use the Tutoring Center in the Library.

Class Schedule (This is subject to change. Please keep current with any changes.)

Aug. 27: Course Introduction and discussion of assignments

Class expectations & mutual responsibilities

Types of Questions, Reference Referral, Philosophy of Reference Services

For next class:

Readings: Cassell & Hiremath (C&H) Chapter 1, 2, 3

Assignment: Establish email account, if you don't already have one.

Confirmation email due. (10 points)

Blackboard home page due. (10 points)

Sept. 3: Classification Systems, Library Catalogs & Bibliographic Records

Defining & Evaluating Reference Sources

Palomar College Library Tour

For next class:

Readings: C&H Chapter 5, 7

Assignment: Classification Systems Exercise (20 points)

Sept. 10: Guest speaker: Mary Russell Palomar College Library Media Technician II
Indexes and Periodicals

Encyclopedias and Dictionaries

For next class:

Readings: C&H Chapter 6, 10

Assignment: Index, Encyclopedia & Dictionary Exercise (20 points)

Pathfinder topic due next week

Sept. 17: Almanacs, Yearbooks, & Current Event Sources (ONLINE)

Handbooks & Manuals

Atlases and Gazetteers

Pathfinder topic due this week

For next class:

Readings: C&H Chapter 4

Assignment: Types of Reference Sources Exercise (20 points)

Sept. 24: Directories

Bibliographies

Challenging patrons

For next class:

Readings: C& H Chapter 13

Assignment: Challenging Patron Assignment (20 points)

October 1: Electronic Resources and the Internet (ONLINE)

For next class:

Readings: C&H p. 221-222

Assignment: Job Shadowing Report due next week

Oct. 8: Statistical Sources

Guest Speaker: TBA

Job Shadowing report due

Assignment: Web Reference Tools Assignment (20 points)

Oct. 15: Reference Interview – Group Assignment (20 points)

Discussion of Job Shadowing Project

Review for Midterm Exam

For next class:

Assignment: Review for Midterm Exam

Oct. 22: Midterm Exam (ONLINE)
Confer with Instructor on Pathfinder project as needed
For next class:
Readings: C&H Chapter 12

Oct. 29: Government Information
Literary Information
For next class:
Readings: C&H Chapter 9
Pathfinder Project due next week

Nov. 5: Pathfinder Project due
Discussion of Pathfinder Projects- **all** will participate
Medical Information
Extra credit opportunity
For next class:
Readings: C&H Chapter 11
Assignment: Medical Information Assignment (20 points)

Nov. 12: Biographical Information (ONLINE)
Disability awareness film
Assignment: Biographical Information Assignment (20 points)

Nov.19: Guest speaker: Ron Haines (tentative) - Disability Resource Center
For next class:
Readings: review C&H Chapter 9 pages 164-168
Assignment: Disability Resource Services Assignment (20 points)

Dec 3: Legal Information
Guest speakers: TBA
Law Library
For next class:
Assignment: Review for Final

Dec. 10: Review for Final Exam

(Extra credit opportunity to be announced)

Dec. 17: Final Exam Due (ONLINE)
(Submit via Blackboard)