



Information Resources and Services/Reference

Library Technology 120

Fall 2020

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Professor/Public Services Librarian**

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Office: LRC-114

Regular schedule: Monday – Thursday 7:30 a.m. –
3:30 p.m.

**Office hours by appointment (face-to-face or
online)**

Contact me to set up an appointment.

Please include **LT 120** in the subject line of any
email you send me about this class:

lmorrow@palomar.edu

I will respond as soon as possible, usually within 24
hours. If you send a message to me on Friday or
over the weekend, it may take up to 48 hours to get
back to you.

**Required Text: *Reference and Information
Service: an introduction***

**by Kay Ann Cassell and Una Hiremath, 4th
edition, 2018**

ISBNs

978-0-8389-1568-4 (paper)

978-0-8393-1706-0 (ePub)

Required Text: *Crash Course in Readers' Advisory*

By Cynthia Orr

ISBN-13: 978-1610698252

ISBN-10: 1610698258

e-textbooks may be accessed at:

[Crash Course in Readers' Advisory](#)

<https://login.ezproxy.palomar.edu/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=916667&site=ehost-live&scope=site>

Reference and Information Services : An Introduction

<https://login.ezproxy.palomar.edu/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=1863462&site=ehost-live&scope=site>

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, Internet 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.

Upon successful completion of this course you will know:

1. The general scope of the library's collections, including areas of strength and specialized collections as well as how to locate material by type and genre.
2. Legal and ethical issues involved in reference services, including user privacy, confidentiality, and copyright.
3. Basic reference, information, and community resources in print, non-print, and digital formats in order to conduct and support basic research/reference inquiries.
4. Generally popular and classic fiction, including a knowledge of authors, various fiction genres, and popular current nonfiction.
5. How to use basic reference and review tools for film genres, classic and popular fiction.
4. Classification and organization schemes for collections.
5. Basic search methods, display options, and terminology of the library's catalog, website, and other information access tools.
6. How to search for and identify materials in all formats, including formats and resources appropriate for persons with disabilities affecting vision, hearing or understanding and how to assist users in accessing those materials from local and non-local sources.

Upon successful completion of this course you will be able to:

7. Conduct effective reference interviews, helping users define their information needs and determine when referrals are necessary.

8. Instruct and assist users in basic research procedures including digital literacy skills.
9. Help users select the most appropriate information resource to meet their needs, and evaluate the quality, currency, and authority of information retrieved.
10. Use online and print readers' advisory tools and reviewing sources including current and emerging social media sites and techniques.
11. Briefly and succinctly describe the plot of a book, film, or other media and its appeal.
12. Make recommendations without judgment regarding reading, listening, or viewing preference.
13. Respond to inquiries from, communicate with, and assist users with finding specific titles in their preferred format whether print, media, e-books, online or other available formats.
14. Assist in developing, promoting, and implementing programs based on the library collections, such as book discussions, summer reading programs, film, and media programs and cooperating with community groups as appropriate.
15. Assist in compiling resource lists and displays of books, recordings, films, websites and emerging media by genre, historical period, subject, author, composer, or director.
16. Suggest additions to the collection based on trends in materials requested and borrowed.

Course Work and Assignments:

This course will be offered completely online after the initial face-to-face orientation. It will contain a combination of lectures, videos, readings, field-observations, written assignments, exercises, discussion board entries, examinations and presentations. Students will be expected to complete each assignment and project as well as participate in the discussion boards and group exercises. I will actively participate in the discussion boards and respond to your posts.

We will use Canvas extensively for this course. Information will be presented in a variety of formats, including but not limited to PowerPoint, Microsoft Word, YouTube video, PDF documents and web pages. Students are expected to devote six to nine hours each week in order to successfully complete activities and assignments.

Are you ready to be an online student?

Online classes can be an exciting way to learn. Their convenience and flexibility appeals to many students, but they are not for everyone. **Students drop-out of online classes at a higher rate than in-person classes.** This is often because they do not have the proper equipment or, more importantly, the personal skills and habits required of online students.

Ask yourself the following questions. Your answers to these questions may encourage you to register for an online class, or to rethink online education as an option for you. Click on the text of the question to get more information.



Do you have the time?

Successful online students manage time to ensure that assignments are done **before** their due dates, without the sort of prompting from an instructor that is often taken for granted in a classroom environment.



Do you have access to an Internet-connected computer?

A good setup for an online student is a computer of his/her own with a reliable Internet connection, set up in a quiet location where study and testing can be done without interruptions.



Do you have the necessary computer skills?

A good online student does not need to be a computer whiz, but does feel comfortable using basic features of their computer, such as a web browser and word processor. Also, a good online student should be flexible and willing to try new things.



Do you have the necessary learning skills?

An online student needs to be a good reader, to be able to communicate well by reading and writing, and needs to be able to ask for help if something is not clearly understood.



Are you self-directed?

A good online student will take initiative in asking for help when assignments or information may not be totally clear.

Course Policies:

Attendance: Materials presented, assignments and discussions each week are essential to the Completion of this course. Assignments are due on Thursdays by the end of the day (11:59 p.m.) on the due date. You must log in and submit the required assignment each week. This is how your attendance will be monitored and points assigned (6.25 points per week). Material is presented sequentially so you will not be allowed to skip ahead. This is NOT a self-paced course.

Late and/or missing work will result in loss of points on your grade. **Any student who does not respond to the initial introduction assignment within one week (September 5, 2019) will be dropped from this course.**

Canvas Netiquette

What is Netiquette?

Netiquette is a set of guidelines for electronic communication.

- Messages should be short and to the point.
- Use a meaningful subject line so that your instructor or course mates will have a clear idea of what your message contains.
 - Good example - "Subject: My feedback on the Taylor article."
 - Poor example - "Subject: Interesting Stuff."
- Use all capital letters sparingly. Capitalize words only to highlight an important point or to distinguish a title or heading. Capitalizing whole words that are not titles is generally seen as SHOUTING.
- Be professional and careful in what you say about others.
- When reacting to someone's message, address the ideas and not the person.
- Be careful when using sarcasm and humor. Without face-to-face communication your joke may be viewed as criticism.
- Be careful not to get too personal too fast.
- Be respectful of other diverse opinions. Do not assume that everyone shares the same views or background.
- Be aware of potential compatibility problems when sharing electronic files. Even though you may be able to "attach" a file to an electronic message, your recipient(s) may not be successful in opening your file.
- Don't share copyrighted materials. Most things on the Internet are NOT "fair use."
- Be respectful of other people's privacy. Do not send commercial advertisements to your course mates.
- Be aware of the image you are projecting online. Even in this age of text messaging, spelling and grammar do impact the image that you are projecting to your instructor and course mates. It's better to keep it simple, clear and in good form.

Adapted and expanded from Penn State/World Campus Netiquette

Dates and Penalties:

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

Between the third 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 participate in the course. Failure to participate can result in an "F" or "FW" grade, unless the student executes a drop within the time periods indicated above.

Refer to the 2019-2020 college calendar for specific dates. Add/Drop Timetable
For actual deadline dates, please consult the current schedule of classes eServices at www.palomar.edu

Computer Use:

Written projects and assignments must be completed using a Microsoft Word processing program or Google Docs. Internet access and an email address are required components of the class.



Software: An oft asked question at the start of each semester is "can I get cheap software?" The short answer is "it depends."

The Foundation for California Community Colleges has negotiated some special prices on software which can be found on their website at <http://www.collegebuys.org/>. Just identify yourself as a Student in California at Palomar College and you should see a whole list of hardware and software at fairly good prices. (The pricing on the Adobe Create Suite is very attractive, if you need that.)

The Foundation also has special pricing on the Microsoft Office suite... which you don't want.

The reason you don't want to purchase Office from the Foundation is that you are already licensed to use the full Office 365 system for free. If you want the whole nine yards on why, that was blogged here <http://www2.palomar.edu/pages/atrc/2015/01/22/free-office-365-for-all-palomarites/>. Bottom line is that you go here <https://www.microsoft.com/en-us/education/products/office?ms.officeurl=getoffice365>.

and give it your Palomar student email address. Then go check your Palomar email, and you should get an invite that gives you access to Word, Excel, PowerPoint, Outlook, and OneNote online, as well as permission to install the programs locally on up to 5 computers. There's a bit more to it, but all the details should be in the email. Remember to do this from your home computer or the computer you want to use, NOT a campus computer.

So, cheap Adobe Creative Suite, free Microsoft Office suite. Can you get cheap software? Yep. Enjoy.



Some of the documents linked from Canvas are in PDF format (Adobe Portable Document Format). You need a special program to read them called Adobe Reader. If you do not have this program, click on the "Get Adobe Reader" icon above. There is no charge for this program.



Some multimedia content on our Canvas site use the Adobe Flash player. The Flash player is free and runs on all platforms. Get it by clicking the icon above.

Course Management System:

We will be using Canvas. To access our class go to: <https://www2.palomar.edu/> Click on the link to Canvas.

Log in and look on the top right side under My Courses. This course will be listed as: INFO SOURCES & SRVCS/REFERENCE LT 120 Fall 2019 76047.

For assistance using or accessing Canvas, go to <https://www2.palomar.edu/pages/atrc/canvas/canvas-information-students/>

Grading System & Policies:

All assignments must be completed on time to receive full credit.

Late assignments turned in by the beginning of the week immediately following the due date will be eligible for no more than 75% 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.

Academic Dishonesty and Code of Conduct Violations: Cheating, plagiarism and disruptive behavior (including inappropriate language and/or internet use) are grounds for expulsion from the class or a failing grade. For more specific information, please see:

<http://www2.palomar.edu/pages/studentaffairs/files/2011/10/AP-5500-Standards-of-Student-Conduct-approved-12-1-2015.pdf>

Student Rights/ Privacy of Student Records

Directory information will not be sold, used for commercial purposes, disclosed to the public, or given to government agencies for the purposes of making benefits determinations (other than for financial aid). If you do not want the College to provide any directory information without your written consent, please notify the Records Office, in writing within thirty (30) days of the start of each semester. If you activate your student email account, it will be displayed in a public electronic address book.

Additional information about student rights may be found at:

<http://www2.palomar.edu/pages/studentaffairs/files/2011/10/Students-Rights-and-Grievances-AP-5530.pdf>

Grades will be determined according to the following distribution of points:

	Points	% of Grade
Class Attendance and Participation (Surveys are not graded but count as participation.)	95	9.5%
Reading and Written Assignments Syllabus Questions (10 points), Introduction Discussion Board (20 points), Citation Exercise (20 points), Classification Systems Exercise (20 points), VoiceThread - Library Exploration (20 points), Reference Interview Discussion Board (30 points), Types of Reference Sources Exercise (20 points), Encyclopedia & Dictionary Exercise (20 points), Databases Exercise (20 points), Medical Information Assignment (20 points), Readers' Advisory Exercise (20 points), Voice Thread - Future of Libraries (20 points), Legal Information Assignment (20 points)	260	26.0%
Job Shadowing Project (Discussion Board comments 10 points + written project 100 points)	110	11%
Subject Guide Project (Topic 10 points + Guide 90 points)	100	10%
Bibliographic Instruction Presentation (Discussion Board comments 10 points + Presentation 75 points)	85	8.5%
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		

The **Pass/No Pass** option is available for this course but you are responsible for making those arrangements. The link to that information is:

http://www2.palomar.edu/pages/enrollmentservices/files/2014/12/P_NP-Form.pdf

Students needing assistance are encouraged to use the Tutoring Center in the Library. You may contact them at: <https://www2.palomar.edu/pages/tutoringservices/>

Weekly Class Schedule (This is subject to change due to unexpected interruptions or student needs. Please keep current with any changes.)

Week 1	Course Introduction Student Learning Outcome: Conduct an effective reference interview, including using referral techniques when appropriate.
Aug. 27	<p>Read:</p> <ul style="list-style-type: none"> LT 120 Syllabus including class expectations & mutual responsibilities Guidelines for Behavioral Performance of Reference and Service Information Service Professionals http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/guidelinesbehavioral.cfm Z711 .S58 2007 EB 2007 Learn reference work [electronic resource] 1st North American ed. Sitter, Clara Loewen. pp. 20-22 Access this through the Palomar College Library catalog https://login.ezproxy.palomar.edu/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=220886&site=ehost-live&scope=site&ebv=EB&ppid=pp_18 http://jessicaemilymoyer.pbworks.com/w/file/attach/90876612/04%20Moyer.pdf Orr, Cynthia <i>Crash Course In Readers' Advisory</i> Chapter 1 - <i>Reading and Libraries</i> <p>View: video: https://youtu.be/jSyUKdwLsmY "Library 101-Readers' Advisory" View: slide show: "ALA Code of Ethics" View: video: Time Management https://youtu.be/0AKAuRby7n8</p> <p>Do: Assignment due September 3 Discussion Board: Introduction (20 points) Assignment due September 3: Answer questions regarding the syllabus (10 points)</p>
Week 2	Classification Systems, Library Catalogs & Bibliographic Records Student Learning Outcome: Locate, evaluate, and use a wide range of print and online reference resources.
Sept. 3	<p>Read: Cassell & Hiremath (C&H) Chapter 1 Introduction to Reference and Information Services Read: Orr, <i>Crash Course In Readers' Advisory</i> Chapter 2 - Understanding Reading</p> <p>View: slide shows: "Comparing DDC and LCC shelf arrangement" "Get to know the Dewey Decimal Classification system" "How to Read a Citation" Video: How to Read a Library of Congress Call Number (University of Arkansas Libraries) https://youtu.be/4djuA5ZfOWE</p> <p>Do: Assignment due September 10: Classification Systems Exercise (20 points)</p>

	<i>Assignment due September 10 Citation Exercise (20 points)</i>
Week 3	Reference Interviews and Readers' Advisory Service Student Learning Outcome: Conduct an effective reference interview, including using referral techniques when appropriate.
Sept. 10	Read: C&H Chapter 2 – Determining the Question: In Person, Telephone, and Virtual Reference Interviews Read: Orr, <i>Crash Course In Readers' Advisory Chapter 3</i> - RA as a Science: What the Research Shows Read: Orr, <i>Crash Course In Readers' Advisory Chapter 4</i> - Understanding the Reader View: Video: <i>Conducting the Reference Interview</i> Do: <i>Assignments due September 17: VoiceThread - Library Exploration (20 points)</i> <i>Make arrangements for your job shadowing project</i>
Week 4	Finding the Answers: Basic Search Techniques and Information Literacy Student Learning Outcome: Conduct an effective reference interview, including using referral techniques when appropriate.
Sept. 17	Read: C&H Chapter 3 Finding the Answer: Basic Search Techniques and Chapter 16 Information Literacy in the Reference Department Read: Orr, <i>Crash Course In Readers' Advisory Chapter 5</i> - Understanding the Literature View: slide show: "Basic Search Techniques" View: What is the Meaning of the Term Literary Genre? https://youtu.be/D0L-Jztxk2Y Do: <i>Assignment due October 1: Discussion Board: Reference Interview – Group Work (20 points)</i>
Week 5	Bibliographic and Ready Reference Sources Student Learning Outcomes: Locate, evaluate, and use a wide range of print and online reference resources. Prepare bibliographic instruction materials.
Sept. 24	Read: <ul style="list-style-type: none"> C&H Chapter 4 <i>Answering Questions about Books . . .</i> and Chapter 6 <i>Answering Questions that Require Handy Facts</i> Read: Orr, <i>Crash Course In Readers' Advisory Chapter 6</i> - Preparing Yourself to Work With the Literature <i>Presentation Rubric</i>

	<p>View: <i>slide shows: Example presentations</i> Video: <i>How to Start Your Research</i> Video: <i>Creating a Presentation – PowerPoint - 2010</i></p>
	<p>Do: <i>Assignment due October 1: Types of Reference Sources Exercise (20 points)</i></p> <p><i>Prepare a bibliographic presentation.</i></p> <p><i>Discussion Board: Must respond to at least 3 presentations in weeks 6 and 7. Due October 15.</i></p> <p><i>(Final presentation 100 points due October 22)</i></p>
Week 6	<p>Encyclopedias & Dictionaries Student Learning Outcomes: Locate, evaluate, and use a wide range of print and online reference resources. Prepare bibliographic instruction materials.</p>
Oct. 1	<p>Read: C& H Chapter 5 <i>Answering Questions about Anything and Everything - Encyclopedias</i> and Chapter 7 <i>Answering Questions about Words - Dictionaries</i></p>
	<p>View: <i>Student presentations posted in Discussion Board.</i></p>
	<p>Do: <i>Assignment due October 8: Encyclopedia & Dictionary Exercise (20 points)</i></p> <p><i>Assignment due October 1: Presentations posted in Discussion Board</i></p> <p><i>Discussion Board: Must respond to at least 3 presentations in weeks 6 and 7.</i></p>
Week 7	<p>Indexes and Databases, Electronic Resources and the Internet Student Learning Outcomes: Locate, evaluate, and use a wide range of print and online reference resources. Prepare bibliographic instruction materials.</p>
Oct. 8	<p>Read: C& H Chapter 8 <i>Answering Questions about Events and Issues, Past and Present – Indexes and Full-Text Databases</i> C& H Chapter 13 <i>When and How to Use the Internet as a Reference Tool</i></p>
	<p>View: <i>Student presentations posted in Discussion Board.</i></p> <p><i>Video: How to Get Good Results When Searching Instruction presentations</i></p>
	<p>Do: <i>Assignments due October 15 Databases and Internet Exercise (20 points)</i> <i>Discussion Board: Must respond to at least 3 presentations</i></p>

	Do: Assignments due October 22 Discussion Board: Final bibliographic presentation (100 points total)
Week 8	Review for Midterm Exam Student Learning Outcomes: Conduct an effective reference interview, including using referral techniques when appropriate. <ul style="list-style-type: none"> • Locate, evaluate, and use a wide range of print and online reference resources. • Prepare bibliographic instruction materials.
Oct. 15	Subject Guide Project - introduced Instruction presentations Read: Orr, <i>Crash Course In Readers' Advisory Chapter 7 - Working with Readers</i> Review for Midterm Exam Do: Assignments due October 15 Databases and Internet Exercise (20 points) <i>Do: Assignment due October 22 Discussion Board: Final bibliographic presentation (100 points total)</i> <i>Discussion Board: Must respond to at least 3 presentations</i>
Week 9	Midterm Exam Student Learning Outcomes: Conduct an effective reference interview, including using referral techniques when appropriate. <ul style="list-style-type: none"> • Locate, evaluate, and use a wide range of print and online reference resources. • Prepare bibliographic instruction materials.
Oct. 22	Midterm Exam Confer with Instructor on Subject Guide and/or Job Shadowing project as needed Use Q & A Discussion Board to confer with me about either of these assignments. Assignment due October 22 Discussion Board: Final bibliographic presentation (100 points total)
	Do: Assignments due October 29: Topic of Subject Guide <i>Confer with Instructor on Subject Guide and/or Job Shadowing project as needed</i> <i>Use Q & A Discussion Board to confer with me about either of these assignments.</i>
Week 10	Legal issues in reference work, privacy and confidentiality and Government Information Student Learning Outcomes: Conduct an effective reference interview, including using referral techniques when appropriate. Locate, evaluate, and use a wide range of print and online reference resources.

Oct. 29	<p>Read: <i>C&H Chapter 9 Answering Questions about Health, Law and Business</i></p> <p>View the video: <i>Libraries, Library Workers and Copyright</i></p> <p>View the video: <i>The EBSCO Databases for Business Research</i></p> <p>View the Video: <i>No Legal Advice</i></p> <p>View: <i>U.S. Government Printing Office: Working with Libraries</i></p> <p>View: <i>History of GPO's Federal Depository Library Program</i></p> <hr/> <p>Do: Assignments <i>Topic of Subject Guide DUE TODAY</i> Due November 5: <i>Health, Business and Copyright Information (20 Points)</i> <i>Do: Assignments due December 10: Legal Reference (20 points)</i></p>
Week 11	<p>Geography & Biography Student Learning Outcome: Locate, evaluate, and use a wide range of print and online reference resources.</p>
Nov. 5	<p>Read: <i>C&H Chapters 10 & 11 Geography & Biography</i></p> <hr/> <p><i>Due November 5: Health, Business and Copyright Information (20 Points)</i></p>
Week 12	<p>Government Information Student Learning Outcome: Locate, evaluate, and use a wide range of print and online reference resources.</p>
Nov. 12	<p>Read: <i>C&H Chapter 12 - Answering Questions About Government Information</i></p> <p>Read: <i>Orr, Crash Course In Readers' Advisory Chapter 8 - Tools and Techniques</i></p> <hr/> <p>View: <i>History of the U.S. Government Printing Office</i> View: <i>U.S. Government Printing Office - Secure and Intelligent Documents</i> View: <i>The White House - US Government Printing Office - NBC Nightly News</i></p> <hr/> <p>Do: Assignment due December 10: <i>Readers' Advisory Exercise (20 points)</i></p> <p>Do: Assignments due December 3: <i>Discussion Board - Job Shadowing Discussion Board.</i></p> <p><i>Job Shadowing Project DUE December 3</i></p>

Week 13	<p>Reference 2.0 Student Learning Outcomes: Conduct an effective reference interview, including using referral techniques when appropriate. Locate, evaluate, and use a wide range of print and online reference resources.</p>
Nov. 19	<p>Read: <i>C&H Chapter 22 Reference 2.0 and Chapter 23 Future of Information Services</i> Read: Orr, <i>Crash Course In Readers' Advisory Chapter 11 - The Current and Future State of Readers' Advisory Services</i></p> <p>View: <i>AHML Virtual Reference</i> View: <i>The Future of Libraries</i> View: <i>Stuff From the Future: What is the Future of Libraries</i> View: <i>The Future of Libraries</i> View: <i>Libraries Offer Free Relief From Tough Times</i> View: <i>Creating Engaging Book Displays</i></p> <p>Assignment due December 10: Future of Libraries Discussion Board: After reading the assigned chapters and viewing the videos in this week's module, use the Voice Thread: Future of Libraries to discuss your vision of the future of libraries.</p> <p><i>Each student must make one comment on three different slides and respond to at least three other students. Remember that this VoiceThread is an on-going conversation. Your original comments must be on topic. When you comment on another student's statements, please reference those statements so that others can follow the thread of the conversation.</i></p> <p><i>All postings must be completed by December 10 at 6:00 p.m. (20 points)</i></p>
Week 14	<p>Student Learning Outcomes: Conduct an effective reference interview, including using referral techniques when appropriate. Locate, evaluate, and use a wide range of print and online reference resources.</p>
Dec. 3	<p>Read: Orr, <i>Crash Course In Readers' Advisory Chapter 9 - Building a Reader-Centered Environment</i></p> <p>Do: <i>Assignment due December 10: Future of Libraries Discussion Board</i></p>
Week 15	<p>Review for Final Exam Student Learning Outcomes: 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.</p>
Dec. 10	<p>Read: Orr, <i>Crash Course In Readers' Advisory Chapter 10 - Knowing the Players and Keeping Current</i> Read: <i>Review for Final Exam</i></p>

	View: <i>Previous slide shows and videos.</i>
	<i>(Extra credit opportunity to be announced)</i>
	Do: Post questions to the Q & A Discussion Board
	<i>Final Exam will be open from December 11 until December 17</i>
Week 16	Final Exam <i>Due Dec. 17:</i> Final Exam due today (200 points)