Syllabus
Introduction to Reference and Information Services
Library 102 │ #9475 │ Spring 2014

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Dates: Wednesdays, 6-9:10pm
Office hours: Mondays, 11am-1pm, LL 303
Course web page: http://libguides.pasadena.edu/lib102

Course Description
Prerequisite(s): LIB 1. -- **Recommended Preparation:** LIB 101.
Introduction to reference services and information resources appropriate for paraprofessionals working in libraries and information centers. Use of basic reference tools in print and non-print formats. Focus on the philosophy of reference/information services; criteria for the evaluation of quality services and resources; reference interview techniques; service to diverse populations. Total of 54 hours lecture.
Grading: Letter Grade Only.

Required Textbook: *Crash Course in Reference* by Charlotte Ford (Libraries Unlimited, 2008), ISBN 978-1591584636.

Student Learning Outcomes
Upon successful completion of the class, students are expected to be able to:
- Utilize basic and specialized reference tools to answer questions appropriate for paraprofessionals working in libraries and information centers.
- Apply the philosophy, techniques and resources of reference/information services to assist patrons.

Student Performance Objectives
Upon successful completion of the class, students are expected to be able to:
1. Demonstrate proficiency in using basic and specialized print and online reference tools to answer information requests.
2. Demonstrate and explain appropriate search techniques for the retrieval of information using print and online resources.
3. Apply basic principles of reference services and effective reference interview techniques to answer factual questions.
4. Compare and contrast various approaches for information retrieval and be able to evaluate search results for relevancy and accuracy.
5. Instruct users in basic research procedures to locate print materials in the library and online information.
6. Identify and explain basic principles, policies and philosophy of reference service, including legal and ethical issues and the need to balance between service philosophy and use of resources. Legal and ethical issues include: patron privacy, confidentiality and copyright.
7. Demonstrate awareness of library and reference services for diverse communities, including: children, young adults, elderly patrons, disabled patrons, etc.
8. Describe the function of readers advisory services and Interlibrary loan services.
9. Compare reference service in various types of libraries.

Course Format: Lectures, discussions, class activities, course project, exams, field trips.

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Grading

Course grades will be determined as a percentage of the total points assigned throughout the course, based on the following scale for earned points.

A	90-100%
B	80-89%
C	70-79%
D	60-69%
No Credit	Less Than 59%

Grade weighting is expected to reflect the following distribution:
- Attendance & participation 20%
- Written assignments (homework) 20%
- Midterm 20%
- Secret Researcher Project 20%
- Final Exam 20%

Course Requirements

Attendance and Participation
For this course, attendance and participation are critical. Punctual attendance and active participation are mandatory. Classes start on time; attendance will be taken. Attendance will affect your grade, and College policy states that absences totaling over 2 weeks of total class time (6 hrs.) constitute grounds for failure.

When sickness, family issues, or other responsibilities make attendance impossible, the student must communicate such with the instructor in advance of the missed class session. Note, however, the class policy for late assignments below.

Course Project
Students will complete one major independent project over the course of the semester, the Secret Researcher Project, in which each student visits three libraries; documents the quality of service received at each library; writes a summary report evaluating best practices in reference service observed at the libraries; and finally makes a short oral presentation to the class regarding the full experience.

Exams
Students will complete a midterm and final exam as summative assessments of learning achieved to date for each.

Class Policies

Late assignments
Unless otherwise indicated by the instructor, all assignments are due at the beginning of class on the indicated due date. No assignments will be accepted via email or fax except in the case of an emergency and with advance approval by the instructor. NO LATE ASSIGNMENTS WILL BE ACCEPTED. Exceptions to this policy will be considered in extraordinary and/or emergency circumstances given advance communication with the instructor, but such exceptions will rarely be granted.

Due to the nature of this course, assignments may change. It is the student's responsibility to obtain information on class assignments and activities from the class webpage, http://libguides.pasadena.edu/lib102.

Communication
Email is the best way to reach me with questions or to contact me about other issues. Put **LIB 102 in the email subject line** and some indication as to the content of your question; otherwise your email may go to spam. I usually respond within 24 hours.

You can also visit me in-person during office hours on Mondays from 11am-1pm in the Library,

Room 303, or by appointment. You might also catch me working at the Library's Reference Desk at the following times: Mondays from 2-4pm, Wednesdays from 10am-12pm, Thursdays from 10am-12pm.

If you miss course work, it is your responsibility to consult the class webpage or another student to learn what you missed and complete assignments in timely fashion.

Cell phone policy
Except if called upon to use cell phones for a class exercise, cell phones and hand-held devices must be turned off or on silent mode. If a student's hand-held device interrupts our learning environment on more than one occasion, the student will be asked to leave the class.

Accommodations for disabilities
Reasonable accommodation will be provided to any student who provides documentation to the instructor from PCC's Disabled Student Programs & Services in D209 (626-585-7127). For more information, please go to www.pasadena.edu/studentservices/dsps.

Academic honesty
In formal written assignments, when you quote, paraphrase, or otherwise build upon an idea based on another source (book, article, web site, lecture, etc.), you must cite the original source using a recognized citation style such as MLA or APA. Always give credit to the original author, then add your own spin/idea.

If it is determined that you have committed plagiarism--copied from another author's/student's work without correctly citing the source material--you will be reported to PCC's Vice President of Student & Learning Services for disciplinary action, in accordance with the Student Conduct and Academic Honesty Policy (No. 4520 - www.pasadena.edu/IPRO/Policies/pcc_4520.pdf). The consequences of plagiarism and other forms of academic dishonesty may include a failing grade for the assignment or being dropped from the class entirely. When in doubt, cite, and if confused on how to do so, ASK YOUR LOCAL LIBRARIAN: ME!

How are you doing?
To assess your progress in class, read the syllabus and regularly consult the class web page so you are clear on assignment due dates and expectations. Also:
- Arrive to class on time at 6pm, prepared to participate in class activities
- Submit all assignments at the beginning of class on their due dates
- Complete assigned readings
- Don't miss class, come late, or leave early without contacting me first
- **Ask me** if you don't know or aren't sure about anything!

This syllabus is subject to change.