College of Education and Human Sciences | School of Library and Information Science

C O U R S E   S Y L L A B U S

LIS 401: Reference and Information Services
Live Weekly Sessions Online | Tuesday from 7:00 – 8:15 p.m. CST

Instructor:
Dr. Sarah Mangrum
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39406

The best way to reach me is via email. Even with office hours, it is beneficial to schedule an appointment for any meeting, as well as phone calls.

Office Hours: By appointment in office; online by appointment in Zoom.

Important Dates:

Full Term	Dates
Class dates	August 23 – December 2
Last day to add/drop without academic/financial penalty	August 30
Las day to receive 100% refund (no tuition credit issued after this date)	August 30
Last day to drop classes without instructor permission	August 30
All approved drops will result in grade of W within these dates	August 31 – November 2
Last day to make an add/drop course request or withdraw from the University and receive a grade of W	November 2
Week of final exams (online)	December 6 – 9

Format of Course: Weekly classes will take place online via Zoom. Interactive discussions and required work to be submitted via Canvas.

Course Prerequisite(s): None
Number of Credit Hours: 3
Nature of Students: Undergraduate

Course Description: An introduction to reference materials, services, activities, and functions as well as methods for locating information.

Required Text and Readings: The following text will be required:

Cassell, K. A. & Hiremath, U. (2018). *Reference and information services: An introduction* (4th ed.). Chicago, IL: Neal-Schuman. (Available at lib.usm.edu)

Other readings will be required for class and are listed under the weekly modules. The readings will be made available full-text or can be accessed through the University databases.

Goals: To introduce students to the basic reference sources and services found in libraries and information centers and acquaints them with the history and philosophies of reference resources and services.

Objectives: Upon successful completion of this course, students will demonstrate a basic knowledge of:

1. The wide array of print and online reference resources available
2. The concepts, principles, and techniques of reference and user services that provide access to relevant and accurate recorded knowledge and information to individuals of all ages and groups including but not limited to the reference interview, reader's advisory, and user instruction
3. The factors used in the selection and de-selection of print and online reference sources.
4. User's privacy, freedom to read and intellectual freedom
5. Information literacy
6. The differences between user groups and methods of advocacy used to reach specific audiences to promote and explain concepts and services.
7. The principles of assessment and response to diversity in user needs, user communities, and user preferences in relation to the reference collection (what's being used, what's not being used – how can you tell?).
8. New technologies and their impact on reference, including the delivery of/evaluation of reference and the instructional methods employed in today's libraries or information agencies.

Technology Competencies: Students will use email, word processing, web searching, database searching, interactive courseware (including discussion boards and digital dropbox), virtual classrooms, and webpage creation as regular components of the course. Students must have access to a computer that allows them to participate in the virtual classroom.

Teaching Techniques/Methods Used: Instructional methods may include, but are not limited

to, virtual lectures, online quizzes, e-mail, discussion boards, database searching, and Internet searching.

COURSE ACTIVITIES

Assignments:

Participation/Discussion Boards	20 pts
Assignments	35 pts
Mid-Term/Final*	25 pts
Reference Interview Assignment	5 pts
Reference Tool Video	10 pts
Librarian's Pick	5 pts
TOTAL	100 pts

Grading Scale:

90 to 100	A
80 to 89	B
70 to 79	C
60 to 69	D
0 to 59	F

*Your mid-term and final will be worth 25 points each. Your grades for the Mid-Term/Final will be averaged to determine the points awarded toward the final grade.

Date	Topic(s)	Readings	Assignments
Week 1: Aug 24	Introduction to class and syllabus	Chapter 1, pp. 3-14	-Introduction and Background & DB 1 **Due Aug 29 by 11:59 p.m.**
Week 2: Aug 31	The Reference Interview; Types of Questions	Chapter 2, pp. 15-32 Chapter 3, pp. 33-53	-Reference Interview Experience -DB 2 **Due Sept 5 by 11:59 p.m.**
Week 3: Sept 7	The Reference Interview (Cont.); Readers' Advisory	Chapter 4, pp.57-72 Chapter 14, pp. 285-302	-Assignment 1: Using NoveList -DB 3 **Due Sept 12 by 11:59 p.m.**
Week 4: Sept 14	The Reference Interview (Cont.); Using the Internet	Chapter 13, pp. 263-284	-Assignment 2: The Internet -DB 4 -Live Reference Interview Reflection DB **Due Sept 19 by 11:59 p.m.**
Week 5: Sept 21	Encyclopedias and Dictionaries	Chapter 5, pp. 73-99 Chapter 7, pp. 121-137	-Assignment 3: Encyclopedias and Dictionaries -DB 5 **Due Sept 26 by 11:59 p.m.**
Week 6: Sept 28	Ready Reference Resources; Biographical Information	Chapter 6, pp. 101-119 Chapter 11, pp. 227-241	-Assignment 4: Biographical Info -DB 6 **Due Oct 3 by 11:59 p.m.**
Week 7: Oct 5	Mid-Term Week	"Are Libraries Still Relevant?" Video Discussion in live live class	-"Are Libraries Still Relevant?" Video Discussion - Mid-Term Exam **Due Oct 10 by 11:59 p.m.**
Week 8: Oct 12	Government Information; Geography	Chapter 12, pp. 243-260 Chapter 10, pp. 209-226	- Assignment 5: Government Info/Geography -DB 7 **Due Oct 17 by 11:59 p.m.**

Week 9: Oct 19	Events and Issues	Chapter 8, pp. 149-174	-Assignment 6: Events -DB 8 **Due Oct 24 by 11:59 p.m.**
Week 10: Oct 26	Law and Medical Information	Chapter 9, pp. 175-208	-Assignment 7: Law and Medical Info -DB 9 **Due Oct 31 by 11:59 p.m.**
Week 11: Nov 2	Reference for Children and Y.A.	Chapter 15, pp. 303-338	-Librarian's Pick Assignment -DB 10 **Due Nov 7 by 11:59 p.m.**
Week 12: Nov 9	Development/Management of Reference Collections; Collections Assessments	Chapter 17, pp. 357-370 Chapter 19, pp. 387-404 Chapter 20, pp. 405-428	-Reference Tool Video Assignment **Due Nov 14 by 11:59 p.m.**
Week 13: Nov 16	The Future of Information Service	Chapter 22, pp. 457-467	-DB 11 **Due Nov 21 by 11:59 p.m.**
Nov 23-28	**Thanksgiving Break**		
Week 14: Nov 30	Ex Libris Video Discussion in Place of Class	Ex Libris Video Discussion in lieu of live class	-Ex Libris Video Discussion **Due Dec 5 by 11:59 p.m** -Final Exam **Due Dec 7 by 11:59 p.m.**

Class Policies: The online nature of this course demands that you do a lot of reading and participation. Be prepared to read thoroughly so that your knowledge shines through in class discussions.

This course consists of several different components that you must be aware of and understand:

- **PARTICPATION**
  - Participation in weekly class sessions and discussion board activities is required. You MUST attend class each week and you should check multiple times throughout the week for updates, emails, announcements, etc.
  - Your grade will be determined by 1) logging in; and 2) active participation. **If you have more than two absences, you will automatically fail the course.**
  - Exceptions will only be made under extraordinary circumstances (documentation will be required). Let me know before class if you cannot attend. Even if you have permission to miss, you will miss partial participation points on weeks where group sharing is required.
- **ASSIGNMENTS**
  - All assignments should be turned in by 11:59 pm (CST) on the day it is due unless otherwise indicated. If you have a serious illness or some other extenuating circumstances, please contact me before it is due so that we can talk about any adjustments that need to be made.
  - Even with prior arrangements, points may be deducted for late assignments or assignments submitted incorrectly.
- **COMMUNICATING WITH ME**
  - You can send me email anytime, and I will generally respond by the next morning (except weekends).

- o It is required that you email me using USM email (rachel.mcmullen@usm.edu) or through the course shell in Canvas.
  - o Please put the course number (LIS 401) in the subject line and include your last name. Also remember to sign the email.
- **HOW I WILL COMMUNICATE WITH YOU**
  - o I will use either our course messaging system or announcements to provide important information and updates about the course.
  - o To contact you directly, I will use the USM email account to send messages. You MUST have access to this account and check it regularly.
  - o If you overlook an important message, you will still be held accountable for the information provided.
- **INCOMPLETE COURSE GRADE**
  - o A final course grade of Incomplete (I) is given only if extraordinary circumstances beyond the control of the student prevents completion of coursework. Documentation will be required.
  - o A grade of incomplete can only be removed by completing all required coursework by the end of the following semester (excluding Summer) or the grade automatically changes to F, however the instructor can require that work be submitted at an earlier date. A grade of I will not be given unless the majority of work for the semester has been completed.
  - o Students receiving an I cannot receive an A at the conclusion of the course.
- **DISCUSSION BOARDS**
  - o Most weeks we will have a discussion board, which will be a place for communication with your peers. I will read it but will participate minimally—I will not comment on each entry. In order to receive full credit, post at least three times (your original post and at least two responses). Answer the questions, referring to the readings or other materials that you have located (be sure to give a complete citation if you refer to outside readings, though you are not required to use outside sources).
  - o Your answers should be substantial; they should meet the minimum listed word/sentence length. Writing doesn't need not be in a formal, third person style but you should check your grammar and spelling before posting and avoid texting abbreviations (e.gf. IMO, OMG, etc.).
  - o Please do not post unsubstantial comments like "I agree"— this will not count for credit.

UNIVERSITY POLICIES & STATEMENTS

Academic Honesty/Plagiarism: Plagiarism is serious. You must give credit for five or more words in a sequence by using quotation marks and indicating the source of the quote, and you must indicate the source of other factual information and ideas. Copying another student's work in part or whole is also plagiarism. Plagiarism in an assignment will result in a failing grade for the assignment.

The following is from the USM Bulletin:

Plagiarism is scholarly theft, and it is defined as the unacknowledged use of secondary sources. More specifically, any written or oral presentation in which the writer or speaker does not distinguish clearly between original and borrowed material constitutes plagiarism.

Because students, as scholars, must make frequent use of the concepts and facts developed by other scholars, plagiarism is not the mere use of another's facts and ideas. However, it is plagiarism when students present the work of other scholars as if it were their own work.

Plagiarism is committed in a number of ways: 1) reproducing another author's writing as if it were one's own; 2) paraphrasing another author's work without citing the original; 3) borrowing from another author's ideas, even though those ideas are reworded, without giving credit; [and] 4) copying another author's organization without giving credit.

Plagiarism is a serious offense. an act of plagiarism may lead to a failing grade on the paper and in the course, as well as sanctions that may be imposed by the student judicial system.

Engaging in any of these behaviors or supporting others who do so will result in academic penalties and/or other sanctions. If a faculty member determines that a student has violated our Academic Integrity Policy, sanctions ranging from resubmission of work to course failure may occur, including the possibility of receiving a grade of "XF" for the course, which will be on the student's transcript with the notation "Failure due to academic misconduct." For more details, please see the University's Academic Integrity Policy (https://www.usm.edu/institutional-policies/policy-acaf-pro-012). Note that repeated acts of academic misconduct will lead to expulsion from the University.

Academic Support Resources: Please see our Student Success Website (http://www.usm.edu/success) for information on where you can find tutoring and other academic assistance, as well as the location of key resources on campus.

If a student has a disability that qualifies under the Americans with Disabilities Act (ADA) and requires accommodations, he/she should contact the Office for Disability Accommodations (ODA) for information on appropriate policies and procedures. Disabilities covered by ADA may include learning, psychiatric, physical disabilities, or chronic health disorders. Students can contact ODA if they are not certain whether a medical condition/disability qualifies.

The University of Southern Mississippi Office for Disability Accommodations
118 College Drive # 8586 | Hattiesburg, MS 39406-0001
Phone: 601.266.5024 or 228.214.3232 | Fax: 601.266.6035

Individuals with hearing impairments can contact ODA using the Mississippi Relay Service at 1.800.582.2233 (TTY) or email ODA at oda@usm.edu.

Writing Center Online Tutoring for Distance Learners: To schedule an appointment, go the https://www.usm.edu/writing-center/writing-center-appointments.

Mental Well-Being Statement: USM recognizes that students sometimes experience challenges that make learning difficult. If you find that life stressors such as anxiety, depression,

relationship problems, difficulty concentrating, alcohol/drug problems, or other stressful experiences are interfering with your academic or personal success, consider contacting Student Counseling Services on campus at 601-266-4829. More information is also available at https://www.usm.edu/student-counseling- services. All students are eligible for free, confidential individual or group counseling services. *In the event of emergency, please call 911 or contact the counselor on call at 601-606-HELP (4357).*

Nondiscrimination Statement: The University of Southern Mississippi offers to all persons equal access to educational, programmatic and employment opportunities without regard to age, sex, sexual orientation, disability, pregnancy, gender identity, genetic information, religion, race, color, national origin, and/or veteran status pursuant to applicable state and federal law.

Confidentiality and Mandatory Reporting: As an instructor, one of my responsibilities is to help create and maintain a safe learning environment on our campus. I also have a mandatory reporting responsibility related to my role as a faculty member. I am required to share information regarding sexual misconduct or information about a crime that may have occurred on USM's campus with certain University officials responsible for the investigation and remediation of sexual misconduct. The information will remain private and will only be shared with those officials necessary to resolve the matter. If you would like to speak in confidence, resources available to students include Confidential Advisors with the Shafer Center for Crisis Intervention, the Counseling Center, Student Health Services, and Clergy. More information on these resources and University Policies is available at https://www.usm.edu/sexual-misconduct.

Special Health Protocol, Fall 2021

The global COVID-19 pandemic has prompted new health and safety protocols for face-to-face situations. In an effort to protect the community as much as possible, we need everyone to do their part. If you have not yet been vaccinated, please do so today. Appointments can be made via Moffitt Health Center's **online health portal**. If you prefer to schedule an appointment off-campus, please see the Mississippi Department of Health's website.

We want everyone to follow the University's complete **Community Standards**, which are updated as needed based on changing patterns with the virus. **Face coverings are required for all indoor activities,** regardless of your vaccination status. Face coverings are also strongly recommended for any other setting where you are in close contact with others.

It is important that everyone in the community closely monitor their own health and stay home when that may protect others. If you have been directly exposed to COVID-19 and are not vaccinated, call Moffit Health Center at 601-266-5390 for guidance. If you have the following symptoms, also call Moffit:

- Fever of 100.4 degrees or higher

- Cough

- Shortness of breath

- Sudden loss of taste or smell

We ask you to follow these guidelines and get vaccinated so that we can hold our events, gather together on campus, and enjoy all the activities that are part of our Southern Miss traditions and community. Once you are vaccinated, please let us know by submitting your vaccine record online at usm.edu/gotmycovidvax.

Upon submission, you will be entered in a weekly drawing for prizes (through October 15). We want to maintain our in-person classes and student activities, and we need your help to ensure our full return.