

**SCHOOL OF LIBRARY AND INFORMATION STUDIES**  
University of Alberta

**LIS 503**  
Introduction to Reference Services & Resources

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FALL 1998

**Instructor**

Toni Samek  
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**Office Hours**

Room 3-15.  
Mondays: 12:00-12:30; Wednesdays: 4:00-4:30; or by appointment.

**Calendar Description**

An introduction to the functions of information services programs, an examination of policies designed to build materials collections in support of such programs, and an opportunity to become familiar with examples of major reference/information sources. Required course.

**Objectives**

General:

To develop a basic understanding of the rationale for various types of reference/information services and resources in libraries.

Specific:

Upon completion of this course, a student should be able to: identify basic reference/information services, identify basic types of reference/information resources (print and electronic), use basic reference/information resources (print and electronic) to answer reference questions, evaluate basic reference/information resources (print and electronic), conduct a reference interview, discuss the discourse of reference, and discuss the nature of ethics and information work.

**Content**

This course is designed to acquaint the student with the basic principles of reference/information services in libraries and to familiarize her/him with a fairly wide range of basic reference/information resources (print and electronic). In addition, attention will be given to the history and theory of reference/information services, and to their organization and administration in different types of libraries. Various techniques used in providing information services will be examined, and problem areas will be discussed.

**Methods**

Lectures and discussions.  
Readings and case studies.  
Videos and computer demonstrations.  
Small group work.  
Work sheets and evaluation.  
Guest lectures.

### Course Relationships

LIS 501 is a pre-requisite/co-requisite.

### Required Text/Readings (reserve copies located in Henderson Hall)

Bopp, Richard E. and Linda C. Smith, eds. *Reference and Information Services: An Introduction*. 2nd ed. Englewood, CO: Libraries Unlimited, 1995.

### Additional Readings (reserve copies located in Henderson Hall)

Katz, William A. *Introduction To Reference Work*. 7th ed. New York: McGraw-Hill, 1997. Volumes I & II.

### Assignments

#### Class Participation:

Class participation is individual contribution for the benefit of the class as a whole. Participation is a collective exercise. The purpose is for all members of the class to join comfortably in the process. Factors to be considered in class participation include, but are not necessarily limited to: presence, preparation, attitude, small group interaction, general class contributions, and cooperative work outside of class.

#### Exercises:

Exercises are comprised of short reference questions.

#### Project:

The term project is comprised of a reflective paper.

#### Final Exam:

The final exam is comprised of identifications, short answer, and essay questions.

The specifics of each assignment are distributed in class on individual assignment instruction sheets, as well as discussed in class.

### Weighting

Participation	10%	
Exercises	25%	(6 exercises worth 4% each, plus a bonus of 1% if all 6 are turned in)
Project	25%	Monday, November 16 by 4:30 pm
Final Exam	40%	Wednesday, December 2 (1:00 pm - Both Sections - Room 3-01)

### Inclusive Language and Equity

The Faculty of Education is committed to providing an environment of equality and respect for all people within the university community. Accordingly, staff and students should adhere to the principles of inclusive language so that students' experiences and views are treated with equal respect and value in reaction to their gender, racial background, sexual orientation, and ethnic background.

### LIS 503 TIMETABLE - WEDNESDAY SECTION

W SEP 9	Introduction to Course Reference Services I
W SEP 16	Reference Services II (Read 1 & 6) HSS Reference & Tour (Guest: Ione Hooper)
W SEP 23	Reference Service to Specialized Groups (Read 11) Reference Resources
W SEP 30	<i>Library Literature</i> (Read 3) Bibliography I (Read 19)
<b>W OCT 7</b>	<b>1 pm - Both Sections</b> (Guest: James Marsh) (Read 17)
W OCT 14	Bibliography II Electronic Reference (Read 4 & 5) Informal Course Feedback Session
W NOV 21	The Reference Interview (videos) (Read 2) Dictionaries & Word Books (Read 16)
W OCT 28	Indexes & Guides to Periodicals (Read 20) Indexes to Parts of Materials
W NOV 4	Ready Reference I (Read 13) Ethics & Information Work (Read 10)
W NOV 11	Holiday
W NOV 18	Ready Reference II (Read 14) Evaluation of Reference Services (Read 8)
W NOV 25	Biographical Resources (Read 15) Geographical Resources (Read 18)
<b>M NOV 30</b>	<b>Optional Exam Prep (9:00 am - Both Sections)</b>
<b>W DEC 2</b>	<b>Final Exam (1:00 pm - Both Sections - Room 3-01)</b>

### LIS 503 TIMETABLE - MONDAY SECTION

M SEP 7	Holiday
M SEP 14	Introduction to Course Reference Services I
M SEP 21	Reference Services II (Read 1 & 6) HSS Reference & Tour (Guest: Ione Hooper)
M SEP 28	Reference Service to Specialized Groups (Read 11) Reference Resources
M OCT 5	<i>Library Literature</i> (Read 3) Bibliography I (Read 19)
<b>W OCT 7</b>	<b>1 pm - Both Sections</b> (Guest: James Marsh) (Read 17)
M OCT 12	Holiday
M OCT 19	Bibliography II Electronic Reference (Read 4 & 5) Informal Course Feedback Session
M OCT 26	The Reference Interview (videos) (Read 2) Dictionaries & Word Books (Read 16)
M NOV 2	Indexes & Guides to Periodicals (Read 20) Indexes to Parts of Materials
M NOV 9	Ready Reference I (Read 13) Ethics & Information Work (Read 10)
M NOV 16	Ready Reference II (Read 14) Evaluation of Reference Services (Read 8)
M NOV 23	Biographical Resources (Read 15) Geographical Resources (Read 18)
<b>M NOV 30</b>	<b>Optional Exam Prep (9:00 am - Both Sections)</b>
<b>W DEC 2</b>	<b>Final Exam (1:00 pm - Both Sections - Room 3-01)</b>