

**LIS 9003 INFORMATION SOURCES AND SERVICES**  
Graduate Program of Library and Information Science  
The University of Western Ontario  
Summer 2018

Instructor: Dr. Heather Hill  
Phone: (519) 661-2111 ext. 88013  
Email: [hhill6@uwo.ca](mailto:hhill6@uwo.ca) Office: FNB 4031  
Class meets: Fridays, 9:00-11:50

**Course description**

Theory and practice of finding and using basic information sources and question negotiating techniques in information providing contexts, including libraries and information centres; appropriate and effective ways of providing personal assistance to users in pursuit of information.

**Course objectives**

Upon successful completion of readings, assignments, and class participation, students will be able to:

1. apply a critical awareness of professional values, standards and ethics in the context of reference services (Program-level learning outcomes 1, 2, 3, 5);
2. prioritize from among a wide range of techniques to assess, recommend and create access to information in a variety of formats (Program-level learning outcomes 2, 4, 6, 8)
3. define the needs of particular user groups and develop collections, services, programs and policies to meet these needs (Program-level learning outcomes 3, 5, 8, 9);
4. prepare, write and deliver effective professional reports and presentations, independently and/or cooperatively with others (Program-level learning outcomes 4, 7, 9).

MLIS program-level learning outcomes:

[http://www.fims.uwo.ca/acad\\_programs/grad/lis/mlis/outcomes.htm](http://www.fims.uwo.ca/acad_programs/grad/lis/mlis/outcomes.htm)

**Course policies**

*Support services* - Students who are in emotional/mental distress should refer to Mental Health@Western <http://www.uwo.ca/uwocom/mentalhealth/> for a complete list of options about how to obtain help.

*Writing* – While our discussions will vary in their formality, professional, grammatically correct writing is expected. This means that, spelling, punctuation,

and grammar count. If this is a problem, find someone whose writing skills you trust to proofread your written work, or visit the Writing Support Centre <http://www.sdc.uwo.ca/writing/> for assistance. Most assignments are not essays, feel free to use subheadings, point form, and use the first person ('I') when it makes sense.

*Statement on academic offences* - Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence, at the following Web site:

[http://www.uwo.ca/univsec/pdf/academic\\_policies/appeals/scholastic\\_discipline\\_grad.pdf](http://www.uwo.ca/univsec/pdf/academic_policies/appeals/scholastic_discipline_grad.pdf)

“Students who cheat and are not caught will be haunted by the memory of their misdeed for the rest of their miserable lives” (Academic Obscura, 2017).

### **Texts**

There is no single required text for this course. Readings consist of journal articles and book chapters. All readings are available through Western Libraries and/or the Graduate Resource Library.

### **Assignments**

To complete this course you must do the following assignments:

<b>Assignment</b>		<b>Approximate due dates</b>
Participation	15%	
Wikipedia paper	20%	Week4
Information behaviours/practices paper	25%	Week7
Information behaviours/practices presentation (pairs)	10%	Week13
Academic library consultation paper	25%	Week 12
FIMS Grad Library workshops & worksheets	5%	Weeks 4, 6, 7, 8, 9