

LIS 9003: Information Sources & Services

Fall 2020

Instructor: Dr. Heather Hill, Associate Professor (she/her they/them)

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Office hours: by appointment

Class meets: asynchronous, online on <https://owl.uwo.ca/portal>

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. Introduction to the principles and practices of searching.

Course Objectives

1. To introduce students to the theory and practice of using basic information sources in information providing contexts, including libraries and information centres;
2. To introduce students to appropriate and effective ways of helping both individuals and groups with their information needs by providing personal assistance to users and by giving instructional presentations to groups;
3. To provide students with an opportunity to practice the techniques of negotiating questions, finding appropriate sources, and answering questions;
4. To introduce students to the principles and practices of searching various types of resources.

Course-level Learning Outcomes

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).

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.

Class Accessibility and Inclusion - if you need a reasonable (or even unreasonable) accommodation, please let me know and I'll try make it happen. This goes triply for folks with non-visible disabilities or who pass or mask or compensate. No need to do that here.

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. "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).

Course Materials

All required readings are on reserve in the GRC, available electronically through Western Libraries or freely available online.

Methods of Evaluation

Assignment	Weight	Approximate Due Dates
Participation, preparation & reflection essay	15%	Specific requirements/exercises from week to week including facilitation of class discussion on assigned reading Due: throughout term
FIMS Graduate Library workshops & worksheets	5%	Due: Throughout the term
Information seeking practices – research paper	25%	Due ~ week 4
Community Resources paper	25%	Due ~ wweek 13
Consultation/reference question	25%	Due ~ week 8