

LIS 9003 INFORMATION SOURCES AND SERVICES
MLIS Program, Faculty of Information & Media Studies,
Western University Winter 2020

1. Course Information

Time: Thursdays 9:00 – 11:50 am, 9 January - 10 December 2019

Location: FNB 2230

OWL site: TBD

2. Instructor Information

Instructor: Dr. Lucia Cedeira Serantes, Assistant Professor (LD)

Email: lcedeir@uwo.ca. *Please add the course number 9003 to the Subject of your emails.*

Office: 4050

Office hours: Thursdays 12:00-1pm. First 15min drop-in, after that by appointment.

Teaching Assistant: Nafiz Zaman Shuva

3. 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 Requirements

- As there are generally no formal written examinations in the MLIS program, attendance at and participation in classes are 1) essential parts of the learning experience and 2) provide part of the basis for academic assessment of a student's knowledge. Students should therefore notify me if they need to be absent from class due to inclement weather, conference attendance, serious illness, family emergencies, or co-op or other job interviews.
- If the situation involves more than one absence, particularly in more than one course, please contact FIMS Graduate Student Services at 519-661-2111 Ext. 88494 or e-mail bborman@uwo.ca. Missing a class, or repeated late arrivals of 10 minutes or more, may require the student to complete a special assignment to verify coverage of the course material.
- Grading follows the [Grading Guidelines published in the MLIS Graduate Student Handbook](#).
- Late assignments – I will not accept late assignments. This policy does not apply to extensions on documented compassionate or medical grounds. **Please talk to me ahead of time if you are struggling to meet a deadline.**

4. Course Materials

All required readings are on reserve in the GRC or are available electronically through Western Libraries. Additional web-accessible materials will be assigned from time to time. You will be required to research and use additional library materials for your assignments including materials that may only be available in hardcopies in the FIMS Graduate Library, at other libraries on the Western campus or through your local public library systems.

5. Methods of Evaluation (Tentative)

To complete this course, you must do the following assignments:

Assignment	Weight	Due Dates
Participation and preparation	15%	Throughout term: Specific requirements/exercises from week to week including discussion of searching exercises/searching diary, facilitation of class discussion, class group work and preparation on assigned readings
FIMS Graduate Library "Search" Workshops Participation, search exercises/diary	5%	You must attend all 5 workshops and they will be delivered during the first half of the term.
Resource evaluation and weekly lighting presentations	15%	Due Week 3-6
Information Literacy session plan - Groups	20%	Scenario due on Week 6 – February 13 Complete assignment due Week 9 - March 12
Consultation/reference question	20%	Due Week 10 – March 19
Current Issues in Public Services Report - Pairs	25%	Topic selection due on Week 8 – March 5 Complete assignment due Week 13 – April 9

6. Statement on Academic Offences

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 website:

https://www.uwo.ca/univsec/pdf/academic_policies/appeals/scholastic_discipline_grad.pdf

See also the [section on Academic Offences in the MLIS Student Handbook](#).

7. Support Services

Students who are in emotional/mental distress should refer to Western's "Health and Wellness" at https://www.uwo.ca/health/mental_wellbeing/index.html for a complete list of options about how to obtain help.