

LIS 9003: Information Sources & Services Summer 2022

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

Phone: (519) 661-2111 ext. 88013

Email: hhill6@uwo.ca

Office: FNB 4031

Office hours: by appointment

Class meets: Face to face on Thursdays 9:00-11:50 FNB 3220

Enrolment Restrictions: Enrolment in this course is restricted to graduate students in the FIMS MLIS program

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);

- 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.

Accessible Education Western (AEW) - Western is committed to achieving barrier-free accessibility for all its members, including graduate students. As part of this commitment, Western provides a variety of services devoted to promoting, advocating, and accommodating persons with disabilities in their respective graduate program.

Graduate students with disabilities (for example, chronic illnesses, mental health conditions, mobility impairments) are strongly encouraged to register with Accessible Education Western (AEW), a confidential service designed to support graduate and undergraduate students through their academic program. With the appropriate documentation, the student will work with both AEW and their graduate programs (normally their Graduate Chair and/or Course instructor) to ensure that appropriate academic accommodations to program requirements are arranged. These accommodations include individual counselling, alternative formatted literature, accessible campus transportation, learning strategy instruction, writing exams and assistive technology instruction.

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.

Course Materials

All required readings are on our Owl site or available freely online

Methods of Evaluation

Assignment	Weight	Approximate Due Dates
FIMS Graduate Library Workshops & worksheets	10%	due throughout the term
Database Evaluation Paper	20%	~ week 5

Readers' Advisory Paper	20%	~ week 8
Teaching Outline	25%	~ week 11
Final Essay	25%	~ week 13