

GRADLIS 9003 Information Sources & Services
MLIS Program, Faculty of Information & Media Studies, Western University
Fall 2023 Senate Outline

1. Course Information

Course number: GRADLIS 9003 002 GF23
Course name: Information Sources & Services
Time: 13 September – 13 December 2023
Course website: TBD

2. Instructor Information

Lucia Cedeira Serantes, Assistant Professor (LDI), lcedeir@uwo.ca
Zoom or in-person meetings by appointment

Course Teaching Assistant:

Jasvinder Mann, PhD student, jmann89@uwo.ca

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 format: This course will be primarily delivered in-person classes with some online modules. Students are expected to read the assigned articles and chapters, to watch videos and/or listen to podcasts as well as to complete all class exercises and assignments. Attendance is mandatory.

Enrollment restrictions: Enrollment in this course is restricted to graduate students in the Master of Library and Information Science program at Western.

Graduate Course Level Learning Outcomes/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).

*PLLO: [Program Level Learning Outcomes](#)

Course schedule

Students should expect to spend approximately 6 hours per week plus extra time for assignments and group meetings.

Class 1:	September 13	Introduction; History of information services in libraries; EDIAD framework; Contemporary contexts of search
Class 2:	September 20	Basic re/search processes; Differentiating the information environment
Class 3:	September 27	Critical information and media literacy
Class 4:	October 4	Pedagogy and teaching contexts
Class 5:	October 11 [online]	Information needs; information behaviour and practices
Class 6:	October 18	Information interviews, research consultations; Reference desks, information commons and beta spaces
Class 7:	October 25	Community information; Community engagement

Research Week – no class meeting Nov 1

Class 8:	November 8	Wikipedia and information services; Open/Institutional Repositories
Class 9:	November 15	Data Cartels, Surveillance, and the Dark Side of Information Resources; AI, Search, and Information Resources: Teaching and Learning
Class 10:	November 22	Genres of Reading and Advisory services
Class 11:	November 29	Special Contexts for Reference Services
Class 12:	December 6	Critical reference and other frameworks
Class 13:	December 13 [online]	Wrap-up and Catch-up; Professional development

Course Requirements

Students are required to submit completed work for all assignments including those assessed as a pass/fail. Failure to do so may result in failure of the course. Small group meetings, and consultation with the instructors may also be required. Attendance at all classes, whether online or in-person, is required.

Grading follows the [Grading Guidelines published in the MLIS Graduate Student Handbook](#)

4. Course Materials

All required readings are available electronically through the course OWL site. Students are expected to use additional resources accessible via Western Libraries and the FIMS Graduate Library.

5. Methods of Evaluation (tentative)

Note: Assignments may change depending on enrolment

- A. Class discussion facilitation, team assignment [10%]. Due throughout term
- B. Participation, preparation [10%]. Due throughout term.
- C. Search Assignments [3 x 10%=30%]
A variety of search assignments will be required throughout the first half of the term. These assignments will cover identifying search resources, exhibiting proficiency with search processes, and reflection on searching practices.
- D. Research Topic [35%]
 - 1) 250-word proposal and preliminary reference list [5%, due week 5],
 - 2) an annotated reference list of at least 10 items and modified proposal [10%, week 7]
 - 3) a state-of-the-art literature review [15%, week 9]
 - 4) a peer-review of 1 lit review [5%, week 13]
- E. Team presentation on subject information resources and search tools [15%] [weeks 8, 11, 12]

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](#).

Students in this class are reminded that plagiarism – using another’s work, ideas, or words without giving credit -- is a serious scholastic offence. Plagiarism includes, but is not limited to, the unauthorized use of generative artificial intelligence to create content that is submitted as one's own.

7. Support Services

[Health and Wellness Support Services](#): Students who are in emotional or mental distress should refer to Health and Wellness at Western for a complete list of options about how to obtain help. Also see the Mental Health and Wellness Resource Guide for additional information: <https://www.uwo.ca/health/MHWRG2018.pdf>

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.

Indigenous Student Centre: For culturally relevant, wholistic and strength-based programs and services geared toward Indigenous students at Western. See also, **Indigenous Initiatives at Western**.

FIMS Graduate Library: For help with research in FIMS graduate programs, consult with the FGL staff.