

LIS 9382 Reader Services in Libraries
MLIS Program, Faculty of Information & Media Studies, Western University
Fall 2023

Course Information

Time: Distance Course, 7 September to 13 December 2023

Instructor Information

Instructor: Dr. Davin Helkenberg

Email: dhelkenb@uwo.ca

“Office” Hours: I am available to meet on Zoom by appointment. Please email me to arrange a time. Meeting ID: 934 8232 9808 and Passcode: 985223

I check my e-mail regularly and will respond within 24 hours unless otherwise specified. I am not likely to respond on weekends, so please plan ahead if an assignment is due. Also keep in mind that I am located in the AKST time zone, 4 hours behind local London time.

COURSE DESCRIPTION

This course introduces specialized skills, knowledge, and resources to promote reading and to provide readers’ advisory services in libraries. Covers knowledge of popular reading materials in a variety of genres, formats, and media, as well as programming, and professional competencies. Primarily focuses on adult reading interests in a variety of contexts.

COURSE OUTCOMES

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

1. Describe the reading and media interests of adults according to evidence published in a variety of studies and surveys (PLLO 2);
2. Identify and promote to users the types of popular fiction and nonfiction materials in various genres and formats (PLLO 2, 8);
3. Identify and promote to users a variety of reading materials relating to specific genres, formats, and reading interests (PLLO 2, 8);
4. Explain the purposes of readers’ advisory service and demonstrate competence of the techniques, processes, and resources involved in readers’ advisory work in libraries (PLLO 1, 2, 4, 6).
5. Demonstrate basic knowledge of library programming that supports reader development and reading engagement (PLLO 8).
6. Understand and advocate for the importance of reading in libraries and society (PLLO 3).

COURSE MATERIALS

All required materials are available electronically through OWL within the Resources tab or directly in each week’s module. The great majority of readings are also available through the

Western Libraries catalogue (<http://lib.uwo.ca>) and the internet. Assigned book chapters have been scanned for you wherever possible.

Access to public library materials and OverDrive is also required. Sign up at your local library or a temporary e-account from London Public Library is available through the FIMS Grad Library.

SCHEDULE OF CLASSES

Each week the class modules will go live Tuesdays at 9:00am, so the schedule reflects a Tuesday-Monday weekly cycle.

Please see separate Weekly Topics and Readings document for details and a list of required readings.

COURSE REQUIREMENTS

Expectations

The course will be structured primarily as an asynchronous learning experience where students work individually or in large groups (i.e. forum participation). Students should expect to spend a *minimum* of 8-10 hours per week on assignments, reading (i.e., assigned reading, research), and viewing and listening to resources.

Students are expected to read the required readings and complete the modules (any written or audio-visual lecture materials) in each week of the course, regardless of whether something is due or not that week. Students are responsible for this content.

Assignments

All assignments are always due no later than 11:55pm Monday evenings. All work will be submitted through OWL. *Please see separate Assignments document for assignment details.*

- RA Exercises: Weeks 2, 4, 6 and 10 = 40%
- RA Promotion and Programming Assignment: Week 8 = 30%
- Reader Profile Assignment: Week 12 = 30%

COURSE POLICIES

Grading

Grading follows the [grading guidelines published in the MLIS Graduate Student Handbook](#).

Late Assignments and Extensions

Excluding the 48hr “grace period” for individual assignments, all late assignments will receive a 5% penalty per day including weekends. Extensions for medical, compassionate, or religious reasons will be considered if you notify me by e-mail *in advance* of the due date. *If I do not hear*

from you, I will assume that you are accepting the late penalty. I may not accept very late assignments if there is no communication with me. In the case where you are unable to be in touch with me (e.g. debilitating illness), contact me as soon as you are able to. If you require ongoing flexibility or formal accommodation, please notify me and discuss your options with Brandi Borman (bborman@uwo.ca). Submit any documentation to support extensions to Brandi, not me.

- *Individual Assignments Grace Period* – there is a 48hr “grace period” for most individual assignments. I encourage you to submit on the due date lest you fall behind in the course, but if you need to submit up to 48hrs late you may do so without penalty and without seeking an extension from me.
- *Beyond the 48hr Grace Period* - assignments submitted more than 48 hours past the due date will receive a 5% penalty per day including weekends. Longer extensions will be considered if you notify me by e-mail *in advance* of the due date.
- *Group Assignments* – there is no grace period for group assignments, due to the nature of these assignments. Group assignments submitted past the due date will receive a 5% penalty per day including weekends. Extensions will be considered if you notify me by e-mail *in advance* of the due date.
- *End of Term* – there is no grace period and extensions may not be granted for assignments that are due on or near the end of term. All assignments must be submitted by the last day of term because I am required by the university to submit final grades shortly after classes have ended.

Use of AI Tools

AI tools like ChatGPT can be helpful for providing exemplars of different writing genres. They can therefore provide some support for students learning new genres of writing and/or working in English as a foreign language. If you choose to use ChatGPT or another AI tool in preparing an assignment, I encourage you use it for the earliest stages and to reflect critically on the prompt you use and the quality, trustworthiness, and appropriateness of the content the engine returns.

If you use an AI tool for any aspect of assignment preparation, you must submit your prompt and the AI content along with your assignment. Assignment wording should be your own: If you use any of the AI content directly in your assignment, you must acknowledge that content fully and clearly to avoid a scholastic offence.

Potentially Re-Traumatizing Subjects

Some of the topics, lectures, readings, or other audio-visual materials for this course may deal with difficult subjects such as genocide, gender violence, racism, and other inappropriate uses of power. I have done my best to provide an exhaustive list of topics and readings for you to investigate beforehand. If you have a previous, or continuing, history of emotional trauma and think some subjects may be difficult for you, please prepare ahead to address these concerns. Please speak to me or Brandi Borman if you have any concerns about your mental health regarding course content and I will do my best to accommodate. And of course, please consult the appropriate resources if you require ongoing medical accommodations or support.

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, 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 in the [UWO Academic Handbook](#) or [Academic Offences in the MLIS Student Handbook](#).

Support Services

Students who are in emotional/mental distress should refer to [Western's "Health and Wellness"](#) website for a complete list of options about how to obtain help.