

## STANDARD COURSE OUTLINE

### SECTION I

**SUBJECT AREA AND COURSE NUMBER:** LIB\* 104

**COURSE TITLE:** INTRODUCTION TO REFERENCE SERVICES

**COURSE CATALOG DESCRIPTION:** This course prepares students to work in a library's reference department, assisting patrons seeking information. An overview of online and print reference resources and reference interview techniques are included.

**LECTURE HOURS PER WEEK:** 3

**CREDIT HOURS:** 3

**PREREQUISITE(S):** None

### SECTION II

#### A. SCOPE:

Upon the successful completion of this course, the student should be able to:

1. Define the reference function as it pertains to academic, public, school and special libraries.
2. Describe the role of the Library Technical Assistant in providing reference assistance.
3. Answer reference questions involving the use of basic information sources, such as almanacs, statistical sources, dictionaries, biographical sources, indexes and geographical sources.
4. Demonstrate competence in using on-line databases to answer patrons' information needs.
5. Assist patrons in developing search strategies to locate information.
6. Use the latest technologies in information retrieval.
7. Explain the advantages and disadvantages of on-line versus print information sources.
8. Develop "pathfinders" to various sources of information.
9. Use reference interview techniques to clarify patrons' questions.

Course subject matter will include:

1. Reference departments and reference service
2. Reference sources
3. On-line databases
4. The Internet
5. Search engines
6. Reference interview process
7. Types of information retrieval
8. Search strategies
9. New technologies and reference services

**B. REQUIRED WORK:** To be determined by the instructor as described in the course syllabus, but may include written assignments, hands on library projects, library site visits and oral presentations, practical experience working at the Capital’s reference desk and reference work observation.

**C. ATTENDANCE AND PARTICIPATION:** Regular attendance and class participation are expected. Specific instructor policies are listed in the course syllabus.

**D. METHODS OF INSTRUCTION:** The methods of instruction are determined by each instructor and may include but are not limited to lecture, lecture/discussion, demonstration of library technology, hands on work, small group collaborative learning, distance learning, guest speakers, student presentations, web based assignments, site visits, and use of technologies, including audio-visual materials and computer based technologies.

**E. OBJECTIVES, OUTCOMES, and ASSESSMENT**

The following objectives and outcomes represent the department’s core requirements for student achievement:

LEARNING OBJECTIVES	LEARNING OUTCOMES	ASSESSMENT METHODS
	<b>Student will</b>	<b>As measured by</b>
1. The reference interview process.	a) Observe a reference interaction between librarian and patron. b) Play the role of the reference LTA. b) Work 1 1/2 hours at the CCC reference desk with a librarian. c) Visit a library and conduct an unobtrusive reference encounter.	<ul style="list-style-type: none"> <li>• A completed reference interview checklist for a, b and c.</li> <li>• Reference simulated assignment.</li> <li>• Final report describing their reference observation.</li> </ul>
2. The various types of information sources, such as almanacs, biographical sources, geographical sources, indexes and statistical sources.	a) Evaluate sources for content, purpose and scope.	<ul style="list-style-type: none"> <li>• Students will demonstrate knowledge of information sources in an oral report.</li> <li>• The instructor will refer to the assignment checklist for evaluation.</li> </ul>
3. The role of the paraprofessional in reference service.	Read and summarize journal articles related to specific topics in the course	<ul style="list-style-type: none"> <li>• Written journal article critiques.</li> </ul>

4. Research skills.	Develop a pathfinder on a subject of their choice.	<ul style="list-style-type: none"> <li>• An oral and written pathfinder based on criteria from the assignment handout.</li> </ul>
5. The reference function as it pertains to academic, public, school and special libraries.	Read and summarize journal articles.	<ul style="list-style-type: none"> <li>• Written journal article critiques.</li> </ul>
6. Online databases and search strategies to answer patrons' information needs	Learn to use online databases and search strategies in hands-on sessions.	<ul style="list-style-type: none"> <li>• Electronic databases assignment.</li> </ul>
7. The advantages and disadvantages of on-line versus print information sources	Analyze online and print reference sources.	<ul style="list-style-type: none"> <li>• Reference desk simulation assignment.</li> </ul>

**F. TEXT(S) AND MATERIALS:**

To be determined by the instructor and described in the course syllabus.

**G. INFORMATION TECHNOLOGY:** Access to audio-visual and computer based presentation equipment, online information databases and course management systems.