

# Pratt

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## LIS 652 – section 2: Information Services and Resources Fall 2009. Required 3 credit course

Log onto Moodle for additional course materials, slides, readings.

Class hours: Tuesday 3:30-5:50 p.m. *PMC room 613*  
Office hours: Tuesday 2-3pm, Wed. 5-6 or by appointment

### Course description

The Course covers reference in real and virtual environments. The course introduces the selection and evaluation of resources in all formats, the development of searching techniques, strategies for user-centered service, matching user needs to resources, and the provision of information services in changing technological environments. Six hours of field observation are required.

### Course Objectives:

- Ability to understand and evaluate information sources, services, and activities in a variety of applied contexts
- Knowledge of a variety of information sources in print and electronic form: how they are structured, how information is retrieved from them, and about the contexts in which these resources function to communicate information
- Ability to make professional and socially responsible decisions in managing the process through which information agencies and organizations provide access to information to individual users and different groups of users
- Knowledge of the process of learning from a variety of sources and in different settings and ability to manage that process
- Knowledge of analytical skills to aid ability to work in a changing context of information production, dissemination, and use

### **Note:**

Students taking this class may be asked to participate in faculty sponsored research

Course textbook:

Note: both these books are new (summer 2009) – make sure you get the 2ed. Of Cassell and the 6<sup>th</sup> edition of APA

Cassell, Kay Ann and Uma Hiremath. (2009). Reference and information services in the 21st century. New York: Neal-Schumann. 2<sup>nd</sup> edition (available at PMC)

*Also recommended:*

Publication manual of the American Psychological Association. Washington, DC : American Psychological Association, . c2009. 6<sup>th</sup> Edition (commonly known as *APA Style Manual* .)

Please use only the **6<sup>th</sup> Edition**. While online guides to APA exist, they are not nearly as complete as the print edition.

Both Cassell and APA are available on reserve in the PMC library

Communicating with your professor

Best way is e-mail. E-mails are usually answered within 24 hours, except for weekends. Office hours are listed above. Other hours available by arrangement.

**When sending an e-mail, please include your name and course in the subject line**

E-mails to the class will be sent from Moodle Pratt's learning management system, which uses @pratt addresses.

Please check your Pratt e-mail regularly or forward your Pratt e-mail to an account of your choice

**COURSE REQUIREMENTS**

Don't say you didn't know:

1. ALL assignments must be completed in order to receive a passing grade in the course
2. Assignments must be turned in during class in hard copy. DO NOT e-mail assignments.
3. All citations must use APA style
4. Late papers will receive a reduced grade
5. Late papers will receive a grade but no comments
6. Pratt policy: Students with extensive absences (three or more for any reason) will be required to drop the course.

Pratt's grading scale:

Superior work:	A 4.0 (96-100)	A- 3.7 (90-95)	
Very good work:	B+ 3.3 (87-89)	B 3.0 (83-86)	B-2.7 (80-82)
Marginally satisfactory:	C+ 2.3 (77-79)	C 2.0 (70-76)	
Failed:	F 0.0 (0-69)		

### Breakup of requirements

	Participation and attendance (non-graded but required)	
I.	Reference questions	45%
II.	Service review/IPL training	15%
IV.	Term paper	35%
V.	Poster presentation	5%

### PARTICIPATION AND ATTENDANCE

Attendance and participation are required but not graded

Please note that it is **in your best interest** to participate in class, it is the best way to guarantee that your professors get to know you, remember you, and have something meaningful to say about you when you ask us to write letters of recommendation for you.

**Students with 3 absences** (for any reason, including documented medical reasons) can not expect to receive an A in the course and, in accordance with Pratt Institute policy, may be asked to drop the class.

**Please notify your professor if you know you will be absent.**

#### I. REFERENCE QUESTIONS (45%)

You are asked to answer 10 reference questions using 3 types of sources for each one: a print source, a licensed database and an Internet source.

Further instructions will follow separately.

#### II. SERVICE REVIEW/IPL training (15%)

One group of students in the class will train to become volunteers for IPL (Internet Public Library) and answer e-mail reference questions.

The other group will be asked to pose a reference question in three different settings and compare the answers and service you received.

Further instructions will follow separately.

#### III. TERM PAPER (35%)

Fact checking of fiction book of your choice

Further instructions will follow separately.

#### IV. POSTER PRESENTATION (5%)

You are asked to give a 10 minute presentation of your term paper. The presentation must be accompanied by a poster.

Further discussion will follow in class

**BOLD typeface – required readings**

<b>Class</b>	<b>Topic</b>	<b>Readings</b>	<b>Assignments</b>
1. Sept. 1	Introduction to course; outline and requirements Introduction to Moodle PrattCat, NYPL		
2. Sept. 8	<b>Issues and concepts:</b> Reference services: History and function of reference services, information sources and origins <b>Materials:</b> Reference materials – types and qualities a. LIS Sources b. style manuals	<b>Cassell 1, 21</b> Campbell, <b>Sutton</b> , Tyckoson, Menard, <b>Zabel</b>	
3. Sept. 15	<b>Issues and concepts:</b> evaluation of reference materials <b>Materials:</b> Bibliographies; Bibliographic control	<b>Cassell 4</b> Gladwell, Ross, East, <b>Hall</b>	
4. Sept. 22	<b>Issues and Concepts:</b> e-reference and virtual reference <b>Materials:</b> Directories	<b>Houghton, Westbrook</b> Lamere, Ojala,	Ref. Q. part 1
5. Sept. 29	<b>Issues and Concepts:</b> The reference interview <b>Materials:</b> Dictionaries and encyclopedias	<b>Cassell 2, 5, 7</b> <b>Rettig, Auchter, Fallis, Fallis,</b> Lepore, Gorman, Safire	
6. Oct. 6	<b>Materials:</b> Indexes and abstracting services	<b>Cassell 8</b> Diakoff,	
7. Oct. 13	<b>Materials:</b> Citation indexes <b>Issues and Concepts:</b> Information seeking behavior	<b>Jasco</b> <b>Kulthau 1994</b> , Carey, Kulthau 2007	
8. Oct. 20	Guest speaker Rebecca Brown, Scopus <b>Materials:</b> Biographical sources	<b>Cassell 11</b> Jasco	Ref Q. part 2
9. Oct. 27 [class meets]	Guest Speaker: Tracy Matthews ISI Web of Science		
10. Nov. 3	<b>Materials:</b> a. Geographic sources b. Ready Reference (Almanacs, handbooks, real time)	<b>Cassell 10</b> <b>Buckland, Hill,</b> Harvey, Paumgarten, Martin	
11. Nov. 10	<b>Processes:</b> Reference services to children <b>Issues and concepts:</b> Reader advisory tools	<b>Cassell 14, 15</b> Pattee, <b>Ross (2001)</b>	Ref. Q. part 3
12. Nov. 17	<b>Materials:</b> Government sources <b>Issues and concepts:</b> Maximizing a web search –major and advanced search engines	<b>Cassell 12, 13</b> <b>McCann</b>	IPL Due
13. Nov. 24	<b>Issues and concepts:</b> a. Evaluating ref. services b. Bibliographic Instruction and Information Literacy	<b>Cassell, 16, 19</b> Burke, <b>Whitlatch</b> , Kuruppu, Aabo	
14. Dec. 1	<b>Issues and Concepts:</b> a. Reference collection development b. Ethics in the reference environment	<b>Cassell 18, 20</b> Brooks, Gessesse, <b>Koehler</b> , Fallis	Term paper due
15. Dec. 8	Student poster presentations		Poster presentation due

Readings:

**For recommended reference sources for the course, see Moodle**

Aabø, Svanhild (2009). Libraries and return on investment: A meta-analysis. *New Library World* 110 (7/8): 311-324.

Available from Emerald

Auchter, Dorothy (1999). The Evolution of the Encyclopaedia Britannica: From the Macropaedia to Britannica Online. *Reference Service Review* 27(3) 291-299.

Available from Emerald

Brooks, Colette (2002, Oct. 26). So many books, so little space. *The New York Times*.

Available from nytimes.com

Buckland, Michael, Chen, Aitao, Gey, Fredric C., Larson, Ray R., Mostern, Ruth, Petras, Vivien (2007). Geographic Search: Catalogs, gazetteers, and maps. *College and Research Libraries* 68 (5): 376-387.

Available from Library Literature

Burke, Gerald, Germain, Carol Anne, Xu, Lijuan (2005). Information literacy: Bringing a renaissance to reference. *Portal: Libraries and the academy* 5 (3): 353-369.

Available from Project Muse:

[http://muse.jhu.edu/journals/portal\\_libraries\\_and\\_the\\_academy/toc/pla5.3.html](http://muse.jhu.edu/journals/portal_libraries_and_the_academy/toc/pla5.3.html)

Campbell, Jerry D. (2006). Changing a cultural icon: The academic library as a virtual destination. *Educause Review* 41 (1).

Available from

<http://connect.educause.edu/Library/EDUCAUSE+Review/EDUCAUSEReviewMagazineVol/40613>

Carey, Robert F., McKechnie, Lynne E.F., McKenzie, Pamela J. (2001). Gaining access to everyday life information seeking. *Library and Information Science Research* 23 (4): 319-334.

Available from Moodle reserves

Diakoff, Harry (2004). Database indexing: Yesterday and today. *The Indexer* 24 (2): 85-8, 90-6

Available from *Library Literature*

East, John W. (1999). Requiem for the National Bibliography? The implications of internet access to national library catalogues. *Australian Academic and Research Libraries* 30 (1): 1-10

Available from *Library Literature*

Fallis, Don (2007). Information ethics for twenty-first century library professionals. *Library Hi-Tech* 25 (1): 23-36.

Available from Emerald

Fallis, Don (2008). Toward an epistemology of Wikipedia. *Journal of the American Society of Information Science and Technology* 59(10): 1662-1674.

Available from Moodle reserves

Gessesse, Kebede (2000). Collection development and management in the twenty-first century with special reference to academic libraries. *Library Management* 21 (7): 365-372.

Available from Emerald

Gladwell, Malcom (2002). The Naked Face. *The New Yorker* Aug. 5.

[http://www.gladwell.com/2002/2002\\_08\\_05\\_a\\_face.htm](http://www.gladwell.com/2002/2002_08_05_a_face.htm)

Gorman, G.E. (2007). A tale of information ethics and encyclopedias; or, is Wikipedia just another internet scam? *Online Information Review* 31 (3): 273-276.

Available from Emerald

Hall, Danelle. Mansell Revisited. *American Libraries*. 35, no. 4 (2004): 78-79.

Available from *Library Literature*

Harvey, Miles (1997). Mr. Bland's Evil Plot to Control the World. *Outside Magazine*

(June) <http://outside.away.com/magazine/0697/9706bland.html>

Hill, Linda L. (2009). Georeferencing: The geographic association of Information.

Chapter 5: Gazetteers and gazetteer services

Available from PMC 910.28 H646

Houghton, Sarah, Schmidt, Aaron (2005). Web-based chat vs. instant messaging.

*Online* 29 (4): 26-30.

Available from Library Literature

Jasco, Peter (2005). As we may search: Comparison of major features of the Web of Science, Scopus, and Google Scholar citation-based and citation-enhanced databases. *Current Science* 89 (9): 1537-1547.

Available from: <http://www.ias.ac.in/currsci/nov102005/1537.pdf>

Jasco, Peter (2007). Clustering search results. Part I: Web-wide search engines. *Online Information Review* 31 (1): 85-91

Available from Emerald

Koehler, Wallace (2003). Professional values and ethics as defined by the LIS discipline. *Journal of Education for Library and Information Science* 44 (2): 99-119.

Available from Moodle reserves

Kuhlthau, Carol (1994). Students and the Information Search Process: Zones of Intervention for Librarians. *Advances in Librarianship*, 18.

<http://www.ischool.utexas.edu/~vlibrary/edres/theory/kuhlthau.html>

Kuhlthau, Carol (2007). Reflections on the development of the model of the Information Search Process (ISP): Excerpts from the Lazerow Lecture, University of Kentucky, April 2, 2007. *Bulletin of the American Society for Information Science and Technology* 33 (5): 32-37.

<http://www.asis.org/Bulletin/Jun-07/Kuhlthau.pdf>

Kuruppu, Pali U. (2007). Evaluation of reference services: A review. *The Journal of Academic Librarianship* 33 (3): 368-381.  
Available from Library Literature

Lamere, Cliff (2000). City Directories as a Research Tool.  
Available from  
<http://freepages.genealogy.rootsweb.com/~clifflamere/Aid/AID-CityDir.htm>

Lepore, Jill. (2006). Noah's Mark: Webster and the Original Dictionary Wars. *The New Yorker*, Nov. 6.  
Available from Moodle reserves

McCann, Grace-Ellen (2008). Integrating online government documents into library reference service. In *Managing Electronic Government Information in Libraries: Issues and Practices*. Chicago: American Library Association. Pp. 136-151.  
Available from Moodle reserves

Martin, Douglas (2006, April 17). Walter Ristow dies at 97; Populist curator of maps. *The New York Times*  
Available from *New York Times* website.

Menand, Louis (2003, Oct. 6). The end matter: The nightmare of citations. *The New Yorker*, 120-126  
Available from [http://www.newyorker.com/archive/2003/10/06/031006crbo\\_books1](http://www.newyorker.com/archive/2003/10/06/031006crbo_books1)

Ojala, Marydee (2005). The future of directory information. *Online* 29 (5): 38-39  
Available from Library Literature

Pattee, Amy S. (2008). What do you know? Applying the K-W-L method to the reference transaction with children. *Children and Libraries* 6 (1): 30-1, 34-9  
Available from *Library Literature*

Paumgarten, Nick (2006, April 24). Getting there. *The New Yorker*.  
Available from  
[http://www.newyorker.com/reporting/2007/04/16/070416fa\\_fact\\_paumgarten](http://www.newyorker.com/reporting/2007/04/16/070416fa_fact_paumgarten)

Rettig, James, LaGuardia, Cheryl (1999). Beyond "beyond cool": Reviewing web sources. *Online July/August*, 51-55.  
Available from Library Literature

Ross, Catherine Sheldrick (2003). The reference interview: Why it needs to be used in every (well, almost every) reference transaction. *Reference & User Services Quarterly* 43 (1): 38-42.  
Available from Library Literature

Ross, Catherine Sheldrick, Chelton, Mary K. (2001). Reader's advisory: matching mood and material. *Library Journal* 126 (2).  
Available from Library Literature

Safire, William (26 June 2009). On language: Location, location, location. *The New York Times* magazine, MM14

Sutton, Stuart A. (1996). Future service models and the convergence of functions: The reference librarian as technician, author and consultant. *The Reference Librarian* 54: 125-143.

Available from Moodle reserves

Tyckoson, David A. (2001). What is the Best Model for Reference Service? *Library Trends*, 50(2) 183-196.

Available from Library Literature

Westbrook, Lynn (2009). Unanswerable questions at the IPL: User expectations of e-mail reference. *Journal of Documentation* 65 (3): 367-395

Available from Emerald

Whitlatch, Jo Bell (2001). Evaluating reference services in the electronic age. *Library Trends* 50 (2): 207-217

Available from Library Literature

Zabel, Diane. (2007). A reference renaissance. *Reference & User Services Quarterly* 47 (2): 108-110

Available from Library Literature