GLIS 615
REFERENCE AND INFORMATION SERVICES

Instructor: Isabelle Lamoureux
Hours: Monday 17:35 – 20:25
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Course Description

Introduction to reference and information resources, advanced information search strategies, collection and resource management, and the provision and evaluation of reference and information services.

Learning Outcomes

By the end of the course, the student should be able to:
1. Locate, use and evaluate bibliographic and factual information sources
2. Evaluate reference and information services
3. Apply advanced search strategies
4. Discuss the development and maintenance of information collections
5. Value the importance of understanding users, and providing user-centred resources and services

Instructional Method

A combination of lectures, guest lectures, class exercises, and discussion of readings

Course Material

Course textbook:

Bopp, R.E. & Smith, L.C. (eds.). *Reference and Information Services: An Introduction*. 4th ed. Santa Barbara, CA: Libraries Unlimited. 2011

The course textbook is available as an electronic book (WorldCat); also available for purchase at the university bookstore. A list of additional readings will be posted to MyCourses.

Course Content

Topics covered include:
- o Reference interview
- o Information resources and advanced search strategies
- o Subject-related information resources and services (e.g. genealogy, geography, government, statistics, etc.)
- o Information services for diverse populations

- o Virtual reference services
- o Collection development
- o Management of resources and e-resources

Assignments and Evaluation

Group presentation ………………………………………..20% objectives 1, 2, 3 & 5
Subject guide…………………………………………………35% objectives 1 - 6
Reference interview and analysis …......................30% objectives 2 & 5
Participation (incl. completion of activities)………..15% objectives 1 - 6

McGill Policy Statements and Class Conduct

ACADEMIC INTEGRITY

McGill University values academic integrity. Therefore, all students must understand the meaning and consequences of cheating, plagiarism and other academic offences under the Code of Student Conduct and Disciplinary Procedures (see www.mcgill.ca/students/srr/honest/ for more information

L'université McGill attache une haute importance à l'honnêteté académique. Il incombe par conséquent à tous les étudiants de comprendre ce que l'on entend par tricherie, plagiat et autres infractions académiques, ainsi que les conséquences que peuvent avoir de telles actions, selon le Code de conduite de l'étudiant et des procédures disciplinaires (pour de plus amples renseignements, veuillez consulter le site www.mcgill.ca/students/srr/honest/).

WRITTEN WORK

In accord with McGill University's Charter of Students' Rights, students in this course have the right to submit in English or in French any written work that is to be graded.

Conformément à la Charte des droits de l'étudiant de l'Université McGill, chaque étudiant a le droit de soumettre en français ou en anglais tout travail écrit devant être noté (sauf dans le cas des cours dont l'un des objets est la maîtrise d'une langue).

STUDENTS WITH DISABILITIES

As the instructor of this course I endeavor to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me and the *Office for Students with Disabilities*, 514-398-6009.

PREPAREDNESS PLANNING

In the event of extraordinary circumstances beyond the University's control, the content and/or evaluation scheme in this course is subject to change.

ASSIGNMENT DEADLINES

No extension, delay or late assignments will be accepted.

The only acceptable circumstances for an extension or a delay: personal illness or illness in the immediate family (physician's certificate required).

USE OF MOBILE COMPUTING AND COMMUNICATIONS (MC2) DEVICES IN CLASS

The use of mobile computing and communications (MC2) devices must, in all cases, respect policies and regulations of the University:

- The Code of Student Conduct and Disciplinary Procedures: http://www.mcgill.ca/files/integrity/Code_of_Student_Conduct.pdf
- The Policy Concerning the Rights of Students with Disabilities: http://www.mcgill.ca/files/secretariat/Rights-of-Students-with-Disabilities-Policy-Concerning-the.pdf
- The Policy on the Responsible Use of McGill IT Resources: http://www.mcgill.ca/files/secretariat/Responsible-Use-of-McGill-IT-Policy-on-the.pdf

E-MAIL COMMUNICATION

In line with McGill's Policy on E-Mail Communication with Students, any official McGill email sent to students will be addressed to their McGill UEA (Uniform E-Mail Address). It is the student's responsibility to ensure that time-critical e-mail is accessed, read and acted upon in a timely fashion. The E-Mail Policy applies to all McGill students and to all McGill employees, who manage official communications with students.

Please identify your email message with the course number (GLIS615) in the subject line. Please note that I do not respond to work-related email in the evening or over the weekend. I aim to reply to messages within 24 working hours.

COPYRIGHT

- Instructor-generated course materials (e.g., handouts, notes, summaries, exam questions, etc.) are protected by law and may not be copied or distributed in any form or in any medium without explicit permission of the instructor. Note that infringements of copyright can be subject to follow up by the University under the Code of Student Conduct and Disciplinary Procedures. No audio or video recording is allowed in class without the explicit permission of the instructor.
- For assignments, reports, presentations, or whenever you use the words or ideas of others, **properly quote and cite the source**. For in-text citations and reference lists for your written work adopt the style conventions of the *Publication Manual of the American Psychological Association* (APA), 6th Edition, and use it consistently.

CLASS CONDUCT

This class follows McGill University policies, procedures and guidelines, found at the Secretariat's website (http://www.mcgill.ca/secretariat/policies/students/). Class participation is a valued aspect of this course. Discussions on class-related materials and business, whether they take place in the classroom or online (e.g., via the discussion board on MyCourses), should be conducted in a **respectful manner**, reflective of both the class policies (bulleted below) and McGill University policies, procedures and guidelines.

- Be considerate of your classmates by arriving to clas*s on time*.
- Be prepared for each class by completing the readings.

- Be an active and positive participant in class discussion:
  - Openly share analyses and opinions based on the readings and other class materials
  - Allow other class members the opportunity to participate
  - **Be critical of ideas, but not the person**

The class policies listed above are not exhaustive. Additional policies governing academic issues which affect students can be found in the McGill Charter of Students' Rights" (The Handbook on Student Rights and Responsibilities is available at http://www.mcgill.ca/secretariat/policies/students/handbook-student-rights-and-responsibilitiesle-recueil-des-droits-et-obligations-d).