

Course Number & Name: LIS 407 - Reference/Information Services

- **Description:** Covers reference services, searching, and sources. Introduces reference concepts and services, such as the reference interview, customer service, evaluating the reference collection, management, ethics, reference philosophy, service in different institutional settings and for diverse populations, and the assessment of reference services. Students learn how to search in digital and print sources, including full text information retrieval in subscription services and the freely available web. Students become familiar with over two hundred core, fundamental print and digital sources. Required core course.
- **Prerequisites:** None
- **Audience (level, environment/setting):** Master's students, introductory core course; all types of libraries and information centers, reference/information services
- **Student Learning Outcomes** [by number]: 2, 3, 4, 9, 10
- **Topics/List of Lectures:**
 - Sources including the online catalog, bibliographies, union catalogs, indexing and abstracting sources, full text sources, encyclopedias, dictionaries, ready reference sources, biographical finding aids, geographical sources, statistical sources, government documents and others.
 - Search strategies in both print and digital, indexes and full text, using logical operators, ranking algorithms and other information retrieval concepts
 - Reference services for diverse populations, managing reference services, digital reference, interviewing, literacy and instruction, ethics, evaluation and assessment of reference services.
 - Evaluation and assessment of sources, services and search strategies.
 - History, philosophy, best practices, and future trends of reference services.
- **Suggested Textbooks/Readings**
 - None given
- **Course History:**

December 2004: Discussed at curriculum retreat; description voted in 12/04
- **Document prepared by:** Susan Shoemaker, 12/04