

UCD School of Information & Library Studies
IS40530: Information & Reference Services
Dr. Crystal Fulton
Schedule of Weekly Activities & Learning Objectives
2010-2011

Week	Topic(s)	Weekly Learning Objectives
Week 1	Introduction. Information, Service, & the Information Professional	<ul style="list-style-type: none"> • Discuss purpose & types of information sources & services • Consider standards and ethics for information service
Week 2	Pathways to Information: Reference Sources: Types & Evaluation	<ul style="list-style-type: none"> • Identify, locate, evaluate, & use information resources effectively in information seeking and provision
Week 3	Pathways to Information: Online Searching, OCLC FirstSearch	<ul style="list-style-type: none"> • Build effective and efficient search strategies • Observe and practise searching in various electronic media • Evaluate search output • Manage search results
Week 4	Pathways to Information: Online Searching, Proquest/CSA	<ul style="list-style-type: none"> • Build effective and efficient search strategies • Observe and practise searching in various electronic media • Evaluate search output • Manage search results
Week 5	Developing a Reference Collection	<ul style="list-style-type: none"> • Consider the necessity of a collection policy • Examine and evaluate effective policy building and implementation
Week 6	Information Behaviour: Understanding & Communicating with Clients	<ul style="list-style-type: none"> • Consider basic theories of human information behaviour & apply these to information services • Communicate effectively with clients
Week 7	Communicating with Clients: The Reference Interview	<ul style="list-style-type: none"> • Examine & practice reference interview theory & techniques • Communicate effectively with clients
Week 8	Communicating with Clients: The Reference Interview	<ul style="list-style-type: none"> • Examine & practice reference interview theory & techniques • Communicate effectively with clients
Week 9	Information Literacy Instruction: Assisting Individuals & Groups	<ul style="list-style-type: none"> • Explore reference instruction in an online environment • Communicate effectively with clients • Explore pathfinders as a means of way finding
Week 10	Online Information Services: Incorporating Social Media	<ul style="list-style-type: none"> • Consider how & when to use the Internet in information services • Explore the potential of new social computing technologies for information services
Week 11	Community Information Services; Serving Specialized Populations	<ul style="list-style-type: none"> • Explore role and development of community information services • Explore Reader's Advisory • Investigate reference services to specialized populations
Week 12	Managing & Evaluating Reference Services	<ul style="list-style-type: none"> • Discuss principles of managing information services (e.g., goals, policies, evaluation)