

Course Outline

[Modified for Spring 2019 term]

Course: LIBR 2416 - Reference Resources and Services

Credits: 3 credits

Transfer Credit: For information, visit bctransferguide.ca

Course Description:

This course is designed to introduce the learner to all aspects of reference work, including readers' advisory. The focus will be on a detailed exploration and mapping of resources for a variety of subject areas. Resources in a variety of formats will be explored, along with the best approaches to support the reference process in any library environment. Students will be introduced to both traditional hardcopy materials and online resources.

The course will also emphasize the importance of sensitivity to the needs of a diverse set of patrons and reference service users. An awareness of the reference interview techniques and process is also gained.

Learning Outcomes:

Upon successful completion of this course, students will be able to :

- Understand and discuss current issues in reference service.
- Develop strategies for personal and professional growth within the field.
- Understand and describe how informational resources are created, organized and published.
- Identify and evaluate common types of reference questions and readers' advisory requests.
- Demonstrate effective reference interview techniques.
- Understand the needs of different demographic groups, including seniors, new Canadians, and patrons with physical and emotional challenges.
- Develop successful strategies for responding to informational requests.
- Identify and evaluate appropriate resources for any informational request.
- Demonstrate the use of standard reference tools in all formats.
- Conduct successful searches, using effective search strategies, in appropriately selected databases, and other online resources, including the Internet.

Textbook and Course Materials:

Note: This course may use an electronic (online) instructional resource that is located outside of Canada for mandatory graded class work. You may be required to enter personal information, such as your name and email address, to log in to this resource. This means that your personal information could be stored on servers located outside of Canada and may be accessed by U.S. authorities, subject to federal laws. Where possible, you may log in with an email pseudonym as long as you provide the pseudonym to me so I can identify you when reviewing your class work.

Optional Textbook:

- Richard E. Bopp and Linda C. Smith, *Reference and information services: an introduction. Fourth edition. 2011 (Available as an online book through the Langara library)*

Assessments and Weighting:

Course participants are responsible for a variety of learning activities including: weekly readings, discussions, "in-class" exercises, a reference observation exercise, as well as assignments and term projects. As active student participation is important for the success of any course, and essential for learning in the online course environment, there is a participation mark for the course.

Specifically, there will be **short weekly exercises /activities, six assignments, and a term project**, with weighting distributed as follows:

Function	Grade weighting
Activities and Exercises, including the Reference Observation	15%
Assignments 1 - 6	60%
Term project	15%
Participation	10%
Total	100%

All exercises, assignments, term project and reference observation must be completed in order to pass the course.

Grading:

The Library Technician Grading Scheme will apply to LIBR 2416, as follows:

- A+ = 96-100%
- A = 91-95%
- A- = 88-90%
- B+ = 84-87%
- B = 80-83%
- B- = 77-79%
- C+ = 71-76%
- C = 65-70%
- C- = 60-64%
- D = 50-59%
- F = Below 50%

Note: Students must complete all assignments and exercises, including the Reference Observation, to receive credit for the course.

As a student at Langara, you are responsible for familiarizing yourself and complying with the following policies:

College Policies:

[E1003 - Student Code of Conduct](#)

[F1004 - Code of Academic Conduct](#)

[E2008 - Academic Standing - Academic Probation and Academic Suspension](#)

[E2006 - Appeal of Final Grade](#)

[F1002 - Concerns about Instruction](#)

[E2011 - Withdrawal from Courses and Deferred Standing](#)

Departmental/Course Policies: