LIS310

Information Literacy and User Services

This course will cover information-seeking theories, methods, and user behaviors. Principles and philosophies of library reference service, information literacy, reading, listening and viewing guidance, and information resources will be explored. (3 credits)

Course Outcomes

Formulate effective communication skills for reference services, including listening effectively, using probing and clarifying questions, and instructing users in search strategies.

Formulate strategies to guide patrons in identifying and defining authentic problems and significant questions for investigation.

Compare the characteristics unique to each information format and analyze items according to their specific contribution to patrons' objectives, personal interests, and developmental needs.

Analyze the social, ethical, and legal implications of information access, services, and technologies, including intellectual property, copyright, educational fair use, privacy, security, and public domain.

Examine media literacy as the application of literacy skills to interpret media and technology messages.

Course Assessments

Students will organize knowledge through a short essay exam that describes reference scenarios and asks them how they would approach each one.

Students will create an active-learning instruction session focusing on inquire and research skills.

Students will write a paper describing various information resource formats and their suitability for varied student research needs.

Students will write a paper describing social and ethical implications of access to information resources. They will also reference those issues throughout their other assignments.

Students will create a lesson plan for evaluating and comparing different information sources.

For more information or to apply for a program, visit: http://www.lib.cwu.edu/Library-Information-Science-Programs
Diversity Statement

The success of this course is shaped by everyone's mutual goal of creating a respectful, inclusive, equitable, and welcome environment for diverse ideas and individuals. Be respectful of different ideas, beliefs, opinions, and experiences by avoiding language that is derogatory toward an individual, group, culture, or demographic. Diverse voices are integral to growth and learning, but are not the sole responsibility of a single individual or group. We are all responsible for building knowledge diversity.

Note: This is only a course outline and not intended to replace the actual syllabus for this course.

Academic Integrity

Academic Integrity is a standard set for this course. Students are expected to complete all of their coursework and assignments using their original words and ideas and will properly cite the words and ideas of others. Students are also expected to be honest in their interactions with the instructor. A student found to have not upheld these expectations is subject to failing this course and shall be subject to disciplinary action or sanction. The University catalog defines the term “academic dishonesty” in all its forms including, but not limited to:

- cheating on tests;
- copying from another student’s test paper;
- using materials during a test not authorized by the person giving the test;
- collaboration with any other person during a test without authority;
- knowingly obtaining, using, buying, selling, transporting, or soliciting in whole or in part the contents of an unadministered test or information about an unadministered test;
- bribing any other person to obtain an unadministered test or information about an unadministered test; substitution for another student or permitting any other person to substitute for oneself to take a test; plagiarism" which shall mean the appropriation of any other person's work and the unacknowledged incorporation of that work in one's own work offered for credit;
- "collusion" which shall mean the unauthorized collaboration with any other person in preparing work offered for credit.

Documented incidences of Academic Dishonesty will be referred to Office of the Vice President of Student Affairs.

Special Needs

If you have a disability that may prevent you from meeting course requirements, contact the instructor immediately to file a Student Disability Statement and to develop an Accommodation Plan. Course requirements will not be waived but reasonable accommodations will be developed to help you meet the requirements. You are expected to work with the instructor and the CWU Disability Support Specialist to develop and implement a reasonable Accommodation Plan. For contact information at Center for Disability Services (CDS) please visit http://www.cwu.edu/~dss/cms/.