

Reference and Information Services Competency - Course Map

Instructions:

Please complete each section under each competency. If the course(s) does not cover that competency, please indicate no coverage in the map.

Mapping multiple courses? If your program covers the competencies in two or more courses, please complete information for all courses in Part One. In addition, if you are describing two or more courses, under the individual competencies, please indicate which course you are describing by including its course number.

Definitions:

Methods mean any material that you present to cover the content of a particular competency. Methods could include lectures, power point presentations, video or/and audio presentations, field trips, or guest speakers.

Readings includes any text material assigned to your students. We understand that many instructors change the readings frequently. For the purpose of the map, please include the course's most current reading assignments. If you assign chapters in a textbook, please include the title of that chapter. Readings also include any viewing or reading of videos or other artifacts.

Assignments include any activities that you require students to complete. The summary assessment should also list the assignments. If you require discussion board posts, please give the topic of that discussion assignment. For the purpose of the map, please include the course's most current board topics. We understand that many instructors change discussion boards assignments as needed.

Assessments include any way that you use to evaluate if students have mastered that particular competency. For example, if a final exam includes questions about a competency, then include "final exam" on the map. You do not need to include the particular questions.

Part One: Course Information

If the course syllabus contains this information, you do not have to repeat the information in Part One.

Course Description:

Course Outcomes or Student Learning Outcomes:

Description of each assignment:

Description of each assessment:

Description of how students interact with the instructor and with each other:

Part Two: Competency-Course Map

Competency 1: Library Support Staff (LSS) know the general scope of the library's print, non-print, and digital collections, including areas of strength and specialized collections.

Methods:

Readings:

Assignments

Assessments:

Competency 2: LSS know legal and ethical issues involved in reference services, including user privacy, confidentiality, and copyright.

Methods:

Readings:

Assignments:

Assessments:

Competency 3: LSS know basic reference, information, and community resources in print, non-print, and digital formats in order to conduct and support basic research/reference inquiries.

Methods:

Readings:

Assignments:

Assessments:

Competency 4: LSS know classification and organization schemes for collections.

Methods:

Readings:

Assignments:

Assessments:

Competency 5: LSS know basic search methods, display options, and terminology of the library's catalog, website, and other information access tools.

Methods:

Readings:

Assignments:

Assessments:

Competency 6: LSS can conduct effective reference interviews, helping users define their information needs and determine when referrals are necessary.

Methods:
Readings:
Assignments:
Assessments:

Competency 7: LSS can instruct and assist users in basic research procedures including digital literacy skills.

Methods:
Readings:
Assignments:
Assessments:

Competency 8: LSS can help users select the most appropriate information resource to meet their needs, and evaluate the quality, currency, and authority of information retrieved.

Methods:
Readings:
Assignments:
Assessments:

Competency 9: LSS know how to search for and identify materials in all formats, and assist users in accessing those materials from local and non-local sources.

Methods:
Readings:
Assignments:
Assessment: