

Name: Information and Reference Services					
module/course code: PII60115	Student workload: 340 Minutes/Week	Credits (ECTS): 3 ECTS	Semester 5/6	Frequency Odd Semester	Duration 1x / Semester
Types of courses: Tutorial/Lecture/Response		Contact hours: 100 minutes/week	Independent study 240 minutes/week	Class size X students: 30 Students	
1	Prerequisites for participation -				
2	<p>Learning outcomes</p> <ol style="list-style-type: none"> 1. Able to (think strategically in) plan and manage information and reference service systems in libraries systematically, using excellent service management to generate user satisfaction. 2. Able to manage tools and information technology in libraries and archives by applying appropriate principles to facilitate and accelerate information and reference services. 3. Able to apply ICT tools in the field of libraries and archives by applying the principles and utilization of information technology to produce speed, convenience, accuracy and security in the utilization of information sources. 4. Able to plan and manage the organization of information sources systematically and apply it in the practice of providing information and reference services in libraries and archives (professionally). 5. Able to develop cultural (scientific) competence in organizing Information and Reference Services in libraries and Archives. 6. Able to conduct observations, surveys, studies, and research through quantitative and qualitative approaches in the field of libraries and information. 7. Able to provide (administration) education and training activities in the field of libraries and archives through instructional techniques and training to achieve independent users. 8. Able to communicate verbally and in writing by applying advocacy methods, personal communication in providing information services, and reference, as well as dissemination of information sources. to achieve the quality achievement targets of the institution. and carry out its library functions. 9. Understand subject headings (branches of scientific discipline) into keywords to find accurate information needs with user orders. 10. Able to direct and ensure the level of relevance of information from search results to users. 11. Master the concept of performance skills and professional skills in providing information and reference services to users. 				
3	<p>Description</p> <p>This course discusses the basic concepts, principles, problems, practices and studies of the philosophy, background, functions and roles of information and reference services in information institutions in Indonesia and globally as well as contemporary society, and generation Z. As well as the study of principles and techniques related to information and reference services in information institutions, governance, management, planning, operations, resources, and facilities. As well as the study of principles and techniques related to information and reference services at information institutions, governance, management, planning, operations, resources, and facilities. besides studying the conditions, trends and problems of reference and information services at information institutions in Indonesia and globally today.</p>				

4	Teaching methods: 1. Lectures
5	Assessment methods: 1. Assignments, 2. Middle semester examination, 3. Quizzes, 4. Final semester examination.
6	Other information e.g. bibliographical references: 1. Bopp, Richard. E., Smith, Linda. C. (2011). <u>Reference and Information Services, 4th ed.</u> Santa Barbara, Calif: Libraries Unlimited. 2. Cassel, Kay Ann dan Hiremath, Uma. (2013). Reference and Information Services: an Introduction, Third Edition. USA: American Library Association. 3. Floridi, Luciano. (2014). The Philosophy of Information Quality, Phyllis Illari (Ed.). UK: Springer. 4. Secker, Jane & Coonan, Emma. (2011). A New Curriculum for Information Literacy: Transitional, Transferable and Transformational. Cambridge: Arcadia Project, Cambridge University Library. 5. Jenkins, H. (2006). <u>Confronting the Challenges of Participatory Culture: Media Education for the 21st Century.</u> <u>Nordic Journal of Digital Literacy 01 / 2007 (Volum 2)</u> 6. Kamenetz, A. (2010). <u>Learning, Freedom, and the Web.</u> Mozilla dan McArthur Foundation.