

**COURSE DATA****Data Subject**

<b>Code</b>	33831
<b>Name</b>	Sources, Resources and Information Services
<b>Cycle</b>	Grade
<b>ECTS Credits</b>	6.0
<b>Academic year</b>	2016 - 2017

**Study (s)**

<b>Degree</b>	<b>Center</b>	<b>Acad. year</b>	<b>Period</b>
1007 - Grado de Información y Documentación	Faculty of Geography and History	2	First term

**Subject-matter**

<b>Degree</b>	<b>Subject-matter</b>	<b>Character</b>
1007 - Grado de Información y Documentación	4 - Sources of information	Obligatory

**Coordination**

<b>Name</b>	<b>Department</b>
GONZALEZ ALCAIDE, GREGORIO	225 - History of Science and Documentation

**SUMMARY**

The subject Information Sources, Resources and Services provides an overview of the main existing information resources that can be used to meet the demands of users in the context of the reference service in an information unit.

It is intended that students gain the skills, knowledge and abilities to search, select and evaluate the best source of information for solving needs or requests for information in an information unit.

This course will teach the skills for the use of sources of information in different media, as well as the concepts needed to perform a critical analysis of such information sources.



## PREVIOUS KNOWLEDGE

### Relationship to other subjects of the same degree

There are no specified enrollment restrictions with other subjects of the curriculum.

### Other requirements

## OUTCOMES

### 1007 - Grado de Información y Documentación

- Capacity to write analytical reports and summaries with regard to management and organisation of information.
- Demonstrate organisational and planning skills.
- Have computer skills related to the field of study.
- Have skills for information management.
- Have problem-solving skills.
- Be able to apply critical reasoning to the analysis and assessment of alternatives.
- Be able to detect the patterns of production and consumption of information in different areas (scientific, professional, business, citizen) and recognise the sources and resources of information available to assist users in their search for information.
- Be able to identify, authenticate and evaluate information sources and resources.
- Be able to search and retrieve information by methods that meet the expectations and needs of users in optimal conditions of cost and time.

## LEARNING OUTCOMES

On successful completion of the course, students will be able to:

1. Know the existing resources in the context of the reference services in information units.
2. Understand the principles that characterize the sources of information as instruments for solving the information problems of users.
3. Identify, select and develop directories or other documentary tools with information sources.
4. Understand the criteria for evaluating information sources according to user demands.
5. Develop skills for effective management of information sources.



## DESCRIPTION OF CONTENTS

### 1. Unit 1. Reference services and resources.

- a) Definition, historical development and types of services.
- b) The virtual reference service.
- c) The reference process.
- d) Types of requests served by a reference service.
- e) Organisation of a reference service.

### 2. Unit 2. Identification, analysis and evaluation of reference resources.

- a) Detection of users information needs.
- b) Definition of reference resources and selection criteria.
- c) Sources of immediate reference.
- d) Sources of indirect reference.
- e) Evaluation of reference resources in different formats.

### 3. Unit 3. The bibliographic and documentary search.

- a) Definition of the problem.
- b) Identification of concepts.
- c) Selection of reference sources.
- d) Design of the search strategy.
- e) Implementation of the search strategy.
- f) Downloading results and obtaining the original document.

### 4. Unit 4. Information sources for immediate reference.

- a) Encyclopaedias.
- b) Terminological information sources: dictionaries, glossaries, thesauri and translators.
- c) Biographic information sources: yearbooks, guides and directories.
- d) Statistical sources.

### 5. Unit 5. Sources of information for document location.

- a) Bibliographies and catalogues.
- b) Bibliographic repertories and databases.
- c) Indexes and journal alerting services.
- d) Other types of sources: official publications, grey literature, technical standards and specifications.

### 6. Unit 6. Web 2.0 resources for the reference service.

- a) Internet as an information source.
- b) Search engines and "invisible Internet".
- c) Web 2.0 for the reference service.
- d) Use and evaluation of information sources.

**WORKLOAD**

ACTIVITAT	Hours	% To be attended
Theory classes	30.00	100
Computer classroom practice	15.00	100
Classroom practices	15.00	100
Development of group work	15.00	0
Development of individual work	15.00	0
Study and independent work	30.00	0
Readings supplementary material	10.00	0
Preparation of evaluation activities	15.00	0
Preparing lectures	5.00	0
<b>TOTAL</b>	<b>150.00</b>	

**TEACHING METHODOLOGY**

The teaching and learning process for the subject Information Sources, Resources and Services combines lectures where theoretical contents are presented with individual practical exercises in the classroom and computer practices.

These activities are supplemented by reading professional articles, public presentations and by completing practical assignments that cover different aspects related to the theoretical contents of the course.

**EVALUATION**

The evaluation process will take into account the following items:

1. Individual theoretical and practical final written exam (accounts for 50% of the final mark).
2. Individual practical work carried out in class and submitted throughout the course (25%).
3. Class assignments and public presentation of these assignments (25%).

To pass the course students must obtain a minimum mark of 5 out of 10 points in the final written exam.



This assessment is based on the premise that teaching at the University of Valencia is, by definition, classroom-based teaching. In this sense, students should be aware that attendance at both theory and practical sessions is essential for the proper understanding of the contents of the subject. Students must also bear in mind the possibility of part-time enrollments (except in the case of first-year students) when they are unable to attend all the subjects that make up a complete academic year (60 credits). However, in duly justified circumstances, students may request to be assessed without attending none or some of the lessons. In such cases, the following procedure must be followed:

- At the start of the year, students must inform the course head lecturer(s) of the reason why they are unable to attend class by providing written proof.
- Based on this information, the head lecturer will decide on the possibility of exempting students from attending all or part of the classes.

To be assessed, students who are in this situation must submit all the assignments required by the lecturer (not necessarily identical to those required during the course). Also, they may be asked to defend their assignments orally in front of the lecturer, and they will have to pass a theory test. Assignments will be worth 50% of the final mark and the test will be worth the remaining 50%.

## REFERENCES

### Basic

- Bopp R, Smith L. Introducción general al servicio de consulta (C. C. Compton García Fuentes. Trad.) México: UNAM, CUIB; Fideicomiso para la Cultura Mexico-EUA; Información Científica Internacional; Alfagrama, 2000.
- Carrizo G, Irureta-Goyena P, López de Quintana E. Manual de fuentes de información. Madrid: Confederación Española de Gremios y Asociaciones de Empresarios del Comercio del Libro, 2000.
- Cordón García JA, López Lucas J, Vaquero Pulido JR. Manual de búsqueda documental y práctica bibliográfica. Madrid: Ediciones Pirámide, 1999.
- Cordón García JA, López Lucas J, Vaquero Pulido JR. Manual de investigación bibliográfica y documental. Madrid: Ediciones Pirámide, 2001.
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- Martín Vega A. Fuentes de información general. Gijón: TREA, 1995.
- Merlo Vega, JA. Servicios de referencia en entornos digitales. Desarrollo de servicios bibliotecarios de consulta. Murcia: Universidad, 2010.
- Torres I (dir.). Fuentes de información. Madrid: Síntesis, 1997.





**Additional**

- Abadal Falgueras E. Sistemas y servicios de información digital. Gijón : Trea, 2001.

Beumala A, Mars MD, Ramón M, Tornés M. Los servicios de información y referencia en el contexto actual de la biblioteca universitaria actual. Revista Española de Documentación Científica, nº 1, 1997, pp. 25-38.

Borrás López J, García Matarredona Cepeda D, Martín Vega A. Las FAQs y el servicio de referencia. En: V Jornadas Españolas de Documentación Automatizada. Cáceres : FESABID, 1996, pp. 657-668.

Carrizo Sainero G. La información en Ciencias Sociales. Gijón : Trea, 2000.

Cueva Martín A, Aleixandre Benavant R, Rodríguez i Gairín JM. Fonts dinformació en Ciències de la Salut. València: Universitat de València, 2001.

García Santiago L. Manual básico de literatura gris. El lado oscuro de la documentación. Gijón : Trea, 1999.

Gómez Hernández JA. Los usuarios. En: Orera Orera, Luisa (Ed.) Manual de biblioteconomía. Madrid : Síntesis, 1998.

González Fernández-Villavicencio, N. Servicios de referencia en bibliotecas universitarias: tendencias y plan de marketing. El Profesional de la Información, nº21, 2012, pp. 567-576.

Merlo Vega JA. El servicio bibliotecario de referencia. Anales de documentación, nº 3, 2000, pp. 93-126.

Mikelarena Peña F. Fuentes de Información estadística. Revista de Gestión Pública y Privada, nº 9, 2004, pp. 253-264.