

CCSF Library and Learning Resources Instructional Services Plan: 2013-2016

Student Success through Information Competency

I. Goals: As part of the CCSF Library and Learning Resource (LLR) Mission statement, orientation and instructional services are provided to:

- ensure that students are successful in their academic work at CCSF by developing **information competency skills**, which are part of the Information Competency Graduation Requirement and are essential for academic success at CCSF, transfer to other higher education institutions, and success in the workplace;
- encourage instructors to collaborate with librarians to design effective library orientation and information competency assignments;
- provide library research and information technology training opportunities for faculty and staff.

II. LLR Program Student SLO: Students demonstrate information competency and critical thinking skills through their ability to effectively acquire, interpret, critically evaluate and use information for oral and written purposes, with some understanding of its ethical and legal ramifications.

III. Promoting Student Success through Information Competency Instruction (IC)

Librarians and classroom instructors share responsibility for providing opportunities for students to learn and practice information competency (IC) skills. In addition to the IC requirement being part of English 1A, the development of these skills should be integrated throughout the curriculum.

Students are encouraged to take advantage of several of the learning opportunities described below under section IV. A variety of learning opportunities are provided in recognition of the diversity of learning styles, variety of levels of student technological competence, and the physical location of the learner.

Since all the information competency/research skills Workshops [A](#), [B](#), [C](#), [D](#), [G](#), [P](#) and [W](#) are available online, IC learning opportunities are provided at all the centers and sites.

IV. Basic Information Competencies With Examples of Learning Opportunities

Learning Outcome/IC Skill	Learning Opportunities
1. Students are aware of the variety and location of information and learning resources and services available.	Orientation materials, such as the G Workshop, "Borrowing Information" handout, interactive walking tour, group tours, and LLR information web pages
2. Students formulate and refine a research question or statement and can identify key concepts and terms that represent the topic/statement.	Workshops A, B, C, W and D, LIS 10, LIBR 51, 53, and 57, course-related library research workshops, course instructors, reference librarians

Learning Outcome/IC Skill	Learning Opportunities
3. Students identify and select information sources and search tools appropriate to their research question/statement	Workshops A, B, C, W, and D; course-related workshops; LIS 10, LIBR 51, 53, and 57; class assignments; reference librarians
4. Students effectively use research tools (e.g., online catalogs, online periodical databases, web search engines, etc.), employing a variety of search techniques and revise the search when needed.	Workshops A, B, C, G, W and D; course-related library research workshops; class assignments; LIS 10, LIBR 51, 53, and 57; classroom faculty and reference librarians.
5. Students locate and obtain the complete information online, from a library, media center, expert, or other information agency or via interlibrary loan.	Workshops A, B, C, W and D; course-related library research workshops and class assignments; LIS 10; LIBR 51, 53, and 57; classroom faculty and reference librarians.
6. Students critically evaluate their search process and the information they retrieve, using such criteria as reliability, accuracy, authority, currency and point of view. They determine if information need has been satisfied or additional information/evidence is needed.	Workshops W, D; course-related library research workshops and class assignments; LIS 10; LIBR 51, 53, and 57; classroom faculty and reference librarians
7. Students effectively use information from appropriate sources in support of their research papers/assignments.	Research-based course assignments (e.g., speeches, papers, projects); Writing Lab; course instructors
8. Students prepare in-text citations and citations for the "Works Cited" list/bibliography using an appropriate style manual such as MLA or APA.	Workshop P and D; LIS 10; LIBR 51, 53, and 57; Citations format handouts; web tutorials; Writing Lab; classroom faculty and reference librarians.
9. Students demonstrate understanding of CCSF computer-use policies and legal-ethical practices regarding access and use of the Internet, plagiarism and copyright	Workshop P and D; LIS 10; LIBR 51, 53, and 57; CCSF College Catalog and web pages; web tutorials; course instructors and reference librarians

V. Information Competency Instructional Components

The components are grouped below by two areas: orientation and instruction. Both independent learning and course-related orientation and instruction opportunities are available. Assessment occurs both as part of classroom evaluation practices and as on-going evaluations of specific components, (See "LLR Assessment Plan").

A. Orientation Components

1. Tours – Class tours can be arranged for groups of twenty-five or less by making arrangements with the Rosenberg Library coordinator of reference services, the department liaison librarian, or

the librarian at other center libraries. An **interactive walking tour** for individuals or small groups is available for the Rosenberg Library.

2. Workshop G, "Orientation to Library Resources and Services" is offered in-person and online. It helps to increase student's awareness of the library's onsite and online services and resources and many of the learning/advising support services on center.

3. The Borrowing Information handout is the Rosenberg Library orientation brochure. Equivalent brochures and guides are available at the other center libraries. Online orientation pages on the LLR website include "Tours & Orientations," the "Library Services," and the "Faculty Services" page.

B. Instructional Components, SLOs and Suggested Assessments for Each Workshop

1. Basic Library & Information Skills Workshops A, B, C, D, P and W

All of the information competency/research skills workshops (A, B, C, D, G, P, and W) are offered online throughout the academic year and are accessible to all students regardless of location or time. The in-class, drop-in workshops (A, B, C, D, G, P, and W) are taught by librarians throughout the semester at Rosenberg and sometimes at other center libraries as well. All workshops include a practice assignment. They address many of the information competencies required for CCSF A.A., A.S. and transfer degrees.

Workshop A - Finding Books and Other Materials Online

- Describe and contrast the benefits of using online catalogs to find materials in relation to other online search tools
- Develop and conduct effective search strategies within online catalogs
- Interpret, locate and retrieve information, whether a book, video, DVD or e-book
- Develop an awareness of the basic elements of a standardized citation format for a book

Potential Assessments: satisfactory performance on the Workshop A exercise sheet; student feedback form; performance on a quiz/test or course-related assignment

Workshop B - Using Databases to Find Periodical Articles

- Demonstrate an understanding of the concepts and reasons for using periodicals and periodical databases and indexes.
- Develop and conduct effective search strategies for periodical databases
- Interpret screen displays and know how to evaluate and locate complete periodical articles
- Develop an awareness of the basic elements of a standardized citation format for an online periodical article

Potential Assessments: satisfactory performance on the Workshop B exercise sheet; student feedback form; performance on a quiz/test or course-related assignment

Workshop C - Web Search Techniques

- Demonstrate basic understanding of Web and Internet concepts
- Demonstrate understanding of differences between subject directories and search engines
- Develop and conduct effective search strategies for subject directories and search engines
- Develop an awareness of the basic elements of a standardized citation format for a webpage or website

Potential Assessments: satisfactory performance on the C exercise sheet; student feedback form; performance on a quiz/test or course-related assignment

Workshop D - Research Paper Process

- Demonstrate key steps for researching a topic
- Write and refine a research question or thesis statement.
- Research and find at least three good quality sources for specific paper/project
- Prepare MLA or APA formatted citations for "Works Cited."

Potential Assessments: satisfactory performance on the D exercise sheet; student feedback form; performance on a quiz/test or course-related assignment; analysis of "Works Cited/Reference" list from actual research papers

Workshop G - Orientation to Library Resources & Services

- Navigate the LLR website to increase awareness of the variety of on-site and online services and resources
- Find a textbook on reserve and a book on a topic using the online catalog
- Identify center student support services and programs

Potential Assessments: satisfactory performance on the G exercise sheet; student feedback form; performance on a quiz/test or course-related assignment

Workshop P - Citing Sources Responsibly

- Recognize plagiarism in its various forms and the consequences of plagiarizing
- Demonstrate an understanding of the concepts of paraphrasing, quoting and summarizing
- Correctly identify citation elements for the purpose of preparing a list of sources in a standardized citation format
- Correctly prepare in-text (parenthetical) citations

Potential Assessments: satisfactory performance on the P exercise sheet; student feedback form; performance on a quiz/test or course-related assignment; analysis of "Works Cited/Reference" list from actual research papers

Workshop W - Web Research & Evaluation

- Demonstrate understanding of when to use subject directories vs. search engines
- Restate a topic into search words and use effective search techniques to focus results
- Evaluate a web page using criteria such as: credibility/authority; accuracy; objectivity/bias; currency.
- Develop an awareness of the basic elements of a standardized citation format for a webpage or website

Potential Assessments: satisfactory performance on the W exercise sheet; student feedback form; performance on a quiz/test or course-related assignment

2. Customized Course-Related Workshops

These workshops are designed to teach students specific skills and use of resources required by course assignments. Library faculty, in partnership with course instructors, plan the learning outcomes, which typically include some of the following:

- formulate search queries and conduct searches in appropriate catalogs, databases, and indexes;
- critically evaluate results of searches;
- increase understanding of how to properly credit and use copyrighted information by reference to citation format guides and style manuals;
- know options for obtaining the full-text copy or complete publication.

Potential Assessments: satisfactory performance on class assignment and student and instructor self-assessment of effectiveness of librarian presentation and reference support; analysis of "Works Cited/Reference" list from actual research papers

3. Library Research and Information Competency Credit Course

- **LIS 10 "Use of Information Resources"** – one-unit basic information competency course offered online

Assessment: satisfactory performance on assignments and exams as reflected by course grade; online pre- and post-test; and student self-assessment of learning experience

4. Independent Learning Opportunities: Web-based Subject Guides and Tutorials

Librarians, working with department/program faculty, have designed many [Subject Guides](#) corresponding to academic and vocational programs of study at CCSF. In addition there are links from the LLR website to many [online guides and tutorials](#). Of course, the online research skills/information competency workshops are accessible 24/7 during most of the academic year.

V. Faculty and Staff Information Technology Workshops and Consultation Services

Workshops dealing with a variety of information resources are offered by reference librarians at the Rosenberg Library during flex days and sometimes as part of the Technology Learning Center's staff training. At all centers, librarians are available to update faculty about online resources and collaborate with them to design effective class assignments. Instructors can contact the Coordinator of Instructional Services (452-5548), or the subject librarian for his/her department to make an appointment, or the center librarian to get more information. Librarians can also facilitate the ordering of needed materials and/or placing materials on course reserve in support of class assignments.