



COURSE NAME (B-LEARNING GROUP): Digital Reference Services

MASTER PROGRAMME: DIGITAL LIBRARIES, ARCHIVES AND CONTINUITY

YEAR: 2018-2019u

TERM: 2

ECTS: 6

| WEEK | CONTENT DESCRIPTION Professor Virginia Ortiz-Repiso | Indicate needs other than the class recording classroom | WEEKLY PROGRAMMING FOR STUDENT | | |
|------|---|---|--|--------------------------------|-----------------------------------|
| | | | DESCRIPTION | CLASS HOURS (Date of class) | HOMEWORK HOURS (Max. 10h week) |
| 1 | Introduction to the course: structure and contents of the space AG, explanation of practical work, final practical group work, readings and discussions, exams, delivery schedule of activities and evaluation system. <i>[Opening Session. Monday 21/09]</i> Unit 1. Concept and definition of digital reference 1.1 Origin and Evolution 1.2 The virtual reference versus other forms of reference | | Being familiar with the educational platform Study of teaching materials (*) Additional readings (*) Interventions in discussion forums (*) Classroom or online tutorials attendance (*) Forming groups Complementary readings | 15 min. 1 h. Viernes | 10 h. |
| 2 | Unit 1. Concept and definition of digital reference 1.3 Definition and essential functions of a digital reference service 1.4 Quality Criteria: IFLA recommendations | | Self-Assessment Questionnaire Practice 1 | | 10 h. |
| 3 | Unit 2. Change management to manage change 2.1 digital reference models 2.2 Individual Environments | | Complementary readings | 1 h. FRIDAY | 10 h. |
| 4 | Unit 2. Change management to manage change 2.3 Collaborative Environments 2.4 Ethics and reference service policies | | Self-Assessment Questionnaire Practice 2 | | 10 h. |
| 5 | Unit 3. Reference Service personnel 3.1 Professional profiles | | Complementary readings | | 10 h. |
| 6 | Unit 3. Reference Service staff 3.2 Define competencies 3.3 Identify training needs | | Self-Assessment Questionnaire Practice 3 | 1 h. FRIDAY | 10 h. |
| 7 | Unit 4. technological elements: e-mail to videoconferencing 4.1 Basic software 4.2 Advanced Software | | Complementary readings | | 10 h. |
| 8 | Unit 4. technological elements: e-mail to videoconferencing 4.3 Groupware 4.4 Selection Criteria | | Self-Assessment Questionnaire Practice 4 | | 10 h. |
| 9 | Unit 5. Planning and management of the service 5.1 Learn the environment 5.2 Design service policy | | Complementary readings | | 10 h. |

* Give all teachers who will participate in each session

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| 10 | Unit 5. Planning and management of the service 5.3 Select the software 5.4 Working Groups 5.5 Marketing | | Self-Assessment Questionnaire Practice 5 | | 10 h. |
| 11 | Unit 6. Sources for referral service 6.1 User Needs 6.2 General sources | | Complementary readings | | 10 h. |
| 12 | Unit 6. Sources for referral service 6.3 Specialized sources 6.4 The industry databases | | Self-Assessment Questionnaire Practice 6 | | 10 h. |
| 13 | Unit 7. Evaluation of digital reference service 7.1 Purpose and objectives of the evaluation 7.2 Evaluation models 7.3 Resource Assessment | | Complementary readings | | 10 h. |
| 14 | Unit 7. Evaluation of digital reference service 7.4 Evaluation of transactions 7.5 Evaluation of services 7.6 Technology assessment | | Self-Assessment Questionnaire Practice 7 | | 10 h. |
| 15 | Delivering work | | ... | | 10 h. |
| 16 | Resit, tutorials, and delivery of the final practical group work | | Extra tutorials attendance Delivery of final group work General review of everything covered in the course Preparation for the final exam Extra tutorials attendance | 1 h.. FRIDAY | 10 h. |
| 17 | Final Exam May 28st | | | | 10. |
| 18 | Publication of grades, reviewing/contesting grades and closing ordinary call | | Review/contesting of the grades | | |
| | June 25 th -h special call | | | | |
| TOTAL | | | | 6 | 180 |

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