# Digital Reference Services

**Academic Year: ( 2019 / 2020 )** **Review date: 28-04-2020**

**Department assigned to the subject: Library and Information Sciences Department**

**Coordinating teacher: ORTIZ-REPISO JIMENEZ, VIRGINIA**

**Type: Electives ECTS Credits : 6.0**

**Year : 1 Semester : 0**

## REQUIREMENTS (SUBJECTS THAT ARE ASSUMED TO BE KNOWN)

No one

## OBJECTIVES

BASIC SKILLS
CB6 Possess and understand knowledge that provides a basis or opportunity to be original in the development and / or application of ideas, often in a research context
CB7 Students should be able to apply acquired knowledge and problem solving skills in new or unfamiliar environments within broader (or multidisciplinary) contexts related to their area of ¿¿study.
CB8 That students be able to integrate knowledge and face the complexity of making judgments from information that, incomplete or limited, includes reflections on social and ethical responsibilities linked to the application of their knowledge and judgments
CB9 That students know how to communicate their conclusions and the latest knowledge and reasons that support them to specialized and non-specialized audiences in a clear and unambiguous way
CB10 That students possess the learning skills that allow them to continue studying in a way that will be largely self-directed or autonomous.

GENERAL COMPETENCES
CG4 To carry out advisory and technological consulting tasks for the implementation of basic services for the creation, processing, storage, dissemination and preservation of information in digital format.
CG5 Recognize the growing importance of teamwork in the world of work and demonstrate adaptability and integration in different work environments, maintaining relationships and communication flows.
CG6 Accept the need for constant self-learning and continuous training as instruments that facilitate adaptation to technological and organizational innovations.
CG7 Acquire a global and coordinated vision of the processes and services that are given in libraries and archives and the incidence that has the control of the quality in them in the satisfaction of the users.

SPECIFIC COMPETENCES
1. Understand the evolution experienced by the reference services in centers and information units in the last decades.
2. Know and apply the main existing technologies in the field of digital reference.
3. Analyze the main experiences, both individual and collective, national and international, in the implementation of digital reference services.

LEARNING OUTCOMES

The student after passing the subject must:

. To handle the main international guidelines and recommendations for the evaluation of the quality of these services.
. Plan, configure and manage basic digital reference services in various scenarios of professional activity.

## DESCRIPTION OF CONTENTS: PROGRAMME

The digital reference service is defined as the set of technologies and digital resources available in a library or information service, necessary to provide a direct professional support mechanisms for users with information needs, regardless of their location and the time of the request.

Digital reference services are an evolution of traditional reference services, where the intermediary between the user and information resources is done through electronic means with the help of various computing devices and the use of tools and Internet applications .
However, the dynamic nature of the Internet creates ever-changing information environments, constantly changing the ways in which digital information is supplied and, consequently, accessed by the end user.
Given these considerations, the course contents are:

Unit 1. Concept and definition of digital reference
1.1 Origin and evolution
1.2 The virtual reference versus other reference
1.3 Definition and essential functions of a digital reference service
1.4 Criteria of quality: recommendations of the IFLA

Unit 2. Changing management service models and cooperation
2.1 Models of digital reference
2.2 Individual Environments
2.3 Collaborative Environments
2.4 Ethics and reference service policies

Unit 3. Staff of the Reference Service
3.1 Professionals
3.2 Defining competencies:
3.3 Identify training needs

Unit 4. Elements of technology: e-mail to video conferencing
4.1 Basic Software
4.2 Advanced Software
4.3 Groupware
4.4 Criteria for selection

Unit 5. Planning and management
5.1 Getting information from the environment
5.2 Design service policy
5.3 Select Software
5.4 Working Group
5.5 Marketing

Unit 6. Sources for reference service
6.1 User Needs
6.2 General Sources
6.3 Specialized sources
6.4 The industry databases

Unit 7. Evaluating the digital reference service
7.1 Purpose and objectives of the evaluation
7.2 Models of assessment
7.3 Assessment of resources
7.4 Assessment of transactions
7.5 Evaluation of services
7.6 Technology Assessment

## LEARNING ACTIVITIES AND METHODOLOGY

TRAINING ACTIVITIES OF THE STUDY PLAN RELATED TO SUBJECTS
AF1 Individual work for the study of theoretical and practical materials developed and contributed by the teacher
AF2 Individual work for problem solving and case studies
AF3 Theoretical-practical classes
AF4 Tutorials
AF5 Group work
AF6 Active participation in forums enabled by the teacher in the virtual educational platform
AF7 Perform self-assessment test for content review.

| Code Activity | Nº Total hours | Nº Hours Presencial | % Presencialidad Student |
|---|---|---|---|
| AF1 | 240(60) | 0 | 0 |

| | | | |
|---|---|---|---|
| AF2 | 180(45) | 0 | 0 |
| AF3 | 24(6) | 24(6) | 100% |
| AF4 | 20(5) | 0 | 0 |
| AF5 | 240(60) | 0 | 0 |
| AF6 | 8(2) | 0 | 0 |
| AF7 | 8(2) | 0 | 0 |
| TOTAL SUBJECT(COURSE) | 720(180) | 24(6) | 3,3% |

TEACHING METHODOLOGIES

MD1 Presentations in the teacher's class with support of computer and audiovisual media, in which the main concepts of the subject are developed and the bibliography is provided to complement the students' learning.
MD2 Critical reading of texts recommended by the teacher of the subject: Press articles, reports, manuals and / or academic articles, either for later discussion in class, or to broaden and consolidate the knowledge of the subject.
MD4 Exposition and discussion in class, under the moderation of the professor of subjects related to the Content of the subject, as well as practical cases
MD3 Resolution of practical cases, problems, etc., raised by the teacher individually or in a group
MD5 Preparation of individual and group work and reports
MD6 Reading of theoretical and practical teaching materials.

TUTORING SCHEME
The schedules of the tutorials, adjusted to the provisions of the University, may be consulted in the space of the subject in the teaching and learning platform (Global Classroom). They will include at least two sections, one for face-to-face care and the other for online care. In addition to these officially fixed tutorials for the subject, students can request and arrange with the teacher tutorials online or offline outside of those schedules.

## ASSESSMENT SYSTEM

SE1 Participation in class and forums in virtual educational platform
SE2 Individual or group work done during the course
SE3 Carrying out evaluable and scoring questionnaires
SE4 Exam or Final Work *
SE5 Presentation, content and public defense of TFM

* The final exam or work will be done in face-to-face mode, at the Carlos III university or at a center arranged by the university that guarantees the student's identity, and must surpass it in order to be able to approve the corresponding subject / subject.

| System of Evaluation | Maximum Weighting (%) |
|---|---|
| SE1 Participation in forums and physical sessions | Up to 1 extra point in the final grade |
| SE2 Practices in pairs | |
| - Evaluation of the staff of the reference service (item 3) | 5% |
| - Software evaluation (topic 4) | 10% |
| - Use of reference sources (item 6) | 5% |
| SE3 Questionnaires | |
| - 2 self-assessment tests of the subject | 10% |
| - 4 Reading questionnaires | 20% |
| SE4 Exam or final paper | |
| - Final work in group | 40% |
| - Final exam in person | 10% |

The final grade is summative, but the final exam has to be surpassed to surpass the subject.

In this subject, in the absence of specific university regulations for postgraduate studies, if the student has not followed the continuous assessment, he will be entitled to a test that will allow him to obtain 60% of the final maximum qualification in the exam Ordinary In the extraordinary, the exam will allow you to get up to 75% of the final maximum score.

Continuous evaluation: 50%
Percentage of final work: 40%
Percent Final Exam: 10%

| | |
|---|---|
| **% end-of-term-examination:** | 10 |
| **% of continuous assessment (assigments, laboratory, practicals…):** | 90 |

BASIC BIBLIOGRAPHY


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