



MODULE HANDBOOK

Module Name	Information seeking and referral services
Module Level	Undergraduate
Abbreviation, if applicable	-
Sub-heading, if applicable	-
Code	FAH 6025119
Subtitle, if applicable	-
Courses, if applicable	-
Semester/term	5 th
Module Coordinator(s)	Alfida
Lecturer(s)	Alfida Parhan Hidayat
Language	Bahasa Indonesia
Relation to Curriculum	Compulsory Course
Teaching Methods	Lecture, classroom discussion, and p
Workloads	1 SKS equivalent to: In Class Lectures: 50 minutes per week Independent Assignment: 60 minutes per week Structured Assignment: 60 minutes per week
Credit Point	3 SKS
Required and recommended prerequisites for joining the module	-
Module objectives/intended learning outcomes	<ol style="list-style-type: none"> 1. Demonstrate a responsible attitude towards work in their field of expertise independently. 2. Mastering theoretical concepts in information retrieval and reference service management. 3. Able to manage information retrieval and referral services by using patterns and models of information retrieval and referral services based on analysis of the functions of libraries, archives, and other information institutions.
Content	<ol style="list-style-type: none"> 1. Values in the Quran and Hadith in information seeking and referral services 2. Concepts and theories of information seeking 3. Information seeking model (Information Behaviour Model) 4. Annotated Bibliography Research Methods for Info Behaviour 5. Overview of Information Seeking Research

	6. Context of Information Seeking Behaviour 7. Concept, Function, Variety of Reference Service Approaches 8. Reference sources in printed, non-printed and digital/electronic formats 9. Reference transaction process. 10. Development of information seeking models through reference sources
Examination forms	Essay, presentation, role play, paper project
Study and examination requirements	The final mark will be weighted as follows: 1 Final Examination 40% 2 Mid-Term Examination 30% 3 Class Activities: Quiz, Homework, etc. 30%
Media employed	Board, LCD Projector, Laptop/Computer
Reading list	<p><u>Main literature:</u></p> <ol style="list-style-type: none"> 1. Al-Suqri, Mohammed Nasser, and Ali Saif Al-Aufi. Information Seeking Behavior and Technology Adoption: Theories and Trends. https://services.igi-global.com/resolvedoi/resolve.aspx?doi=10.4018/978-1-4666-8156-9. IGI Global, 1AD. 2. Case, Donald Owen. Looking for Information: A Survey of Research on Information Seeking, Needs, and Behavior. 2nd ed. Library and information science. Amsterdam ; Boston: Elsevier/Academic Press, 2007.. 3. Madge, Octavia-Luciana, ed. New Trends and Challenges in Information Science and Information Seeking Behaviour. Vol. 193. Lecture Notes in Networks and Systems. Cham: Springer International Publishing, 2021. Accessed March 5, 2022. https://link.springer.com/10.1007/978-3-030-68466-2. 4. Tella, Adeyinka, ed. Information Seeking Behavior and Challenges in Digital Libraries: Advances in Library and Information Science. IGI Global, 2016. 5. Wilson, T.D. "Models in Information Behaviour Research." Journal of Documentation 55, no. 3 (1999): 249–270. Accessed March 5, 2022. https://doi.org/10.1108/EUM0000000007145. <p><u>Additional literature:</u></p> <ol style="list-style-type: none"> 1. Alburo, J., & Brant, N. (2021). Reframing Reference as Outreach: Expanding Engagement and Inclusion Through Reference Services. <i>Reference and User Services Quarterly</i>, 59(3–4), 148–155. . https://doi.org/10.5860/rusq.59.3/4.7711 2. Harlow, S. (2021). Beyond Reference Data: A Qualitative Analysis of Nursing Library Chats to Improve Research Health Science Services. <i>Evidence Based Library and Information Practice</i>, 16(1), 46–59. . https://doi.org/10.18438/ebliip29828 3. Khan, R., Khan, A., Malik, S., & Idrees, H. (2017). Virtual reference services through web search engines: Study of academic libraries in Pakistan. <i>Publications</i>, 5(2). . https://doi.org/10.3390/publications5020006

	4. Kimbrough, J. (2018). Technical services and the virtual reference desk: Mining chat transcripts for improved e-resource management. <i>Serials Librarian</i> , 74(1–4), 212–216. . https://doi.org/10.1080/0361526X.2018.1428482
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