INFORMATION LITERACY SKILLS FOR END USER SERVICES

Lecture to Postgraduate students of Nnamdi Azikiwe University Awka 2012.

‘Everything about library as an institution involves thinking for and Beyond the User’
‘I will give because I have some. The have not does not give even the least’

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APPROACH

- What Information Literacy Skills...
- Who is End User....
- What Services...
- How to apply Skill...
- Practical Application...
- Group Exercise...
WHAT INFORMATION LITERACY SKILLS

• Evolution: Library orientation- User education- Bibliographic Instruction-Information Skills teaching – Information Literacy; Why All these changes?
  – Changing : user needs, resource format, education delivery; global changes transformation into technology driven Information society.

Why Information Literacy: there is need to producing learners who not only know how to think, but know how to solve problem within a diversified information and communication technology universe.
WHAT INFORMATION LITERACY SKILLS

• Information Literacy Umbrella [http://infolit.org/information-literacy-projects-and-programs/]

• Media Literacy $\leftrightarrow$ ICT literacy

• Research & Library skills $\leftrightarrow$ Ability to search

• Critical Literacy $\downarrow$

  Ability read and think critically about provided information so as to make new knowledge out of the resource

  Information Ethics $\leftrightarrow$ Ability

  information in ethical manner considering all the legal issues involved
WHAT INFORMATION LITERACY SKILLS

• Information Literacy: knowing when and why you need information, where to find it and how to evaluate, use and communicate it in an ethical manner:
WHAT INFORMATION LITERACY SKILLS

• IL Skills: Seven

Define
Access
Evaluate
Communicate
Create
Integrate
Manage
WHAT INFORMATION LITERACY SKILLS

HOW

• Define: This may take some time but serves as the beginning of success

  Define: (E.g. Task: Librarian self efficacy in ICT application for Library services) This a task that requires use of skill of definition

  Able to define, analyze task and information needs before you and be convinced that you need information

  Approach: Think critically and deeply about it, discuss it with others and as a librarian engage in reference interview, determine goal, set parameters
WHAT INFORMATION LITERACY SKILLS

HOW

- Access

Steps

- Plan on access approach through Identify the general and specific concepts related to task
- Choose the appropriate source (personal library, institutional library-electronic or print indexes, abstracts, databases websites etc);
- Build your search strategy: author, title, keywords, Boolean, advance search (limiting search using date, geographical location, author etc)

Access

Search
- find

Retrieve information from a variety of print and electronic sources (e.g., Library catalogue, indexes databases, Internet)
WHAT INFORMATION LITERACY SKILLS
HOW

• Evaluate

Evaluate
• Able to Judge the currency, appropriateness, and adequacy of information and information sources for a specific purpose.

Print
• If Print resources employ the resource evaluation approach: source, author, publisher, currency, etc.

Web
• If Web employ website owner, author and his affiliation, date of production/ frequency of update, publisher for databases.

Note: Not every related information resource is authentic and relevant so judgmental skill must come into play.
WHAT INFORMATION LITERACY SKILLS

• Manage: Conduct a rudimentary and preliminary organization of accessed information for retrieval and future application.
  – Build a database of satisfactory result which you can access some other time: Use database site to do it or social media sites e.g social bookmarking, Feed reader (Googl Reader www....., Netvibre..., blogline...)  
  – Ensure comprehensive tagging and utilize the advantage provided in folksonomy
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WHAT INFORMATION LITERACY SKILLS

Integrate:

- Ability to quote, paraphrase, cite properly
- INTEGRATE: Able to extract and combine information from a variety of sources and draw fundamental conclusions.
- Adopt the earlier developed plan to present the already gathered resource in logical coherent manner, identifying the gaps which you intent to fill.
WHAT INFORMATION LITERACY SKILLS

HOW

• Create:

**Create:** Able to Summarize and adapt information to describe an event, express an opinion, or support a basic argument, viewpoint, or position

Articulate (analysis and synthesis) the gathered data and information to produce new knowledge that can fill the identified gap
WHAT INFORMATION LITERACY SKILLS
HOW

- Communicate:

<table>
<thead>
<tr>
<th>Identify the peer audience</th>
<th>Identify their style of communication (Research presentation style)</th>
<th>Communicate in an ethical manner while respecting the Intellectual Property, legal issues.</th>
</tr>
</thead>
</table>
WHAT INFORMATION LITERACY SKILLS

• Hence an Information Literate person: has the ability to recognize
• when information is needed, to locate and critically evaluate that information, to use it effectively and to transfer these skills to any situation.
• Library Services will work in collaboration with institutional staff’
• and other agencies to guide users in identifying their needs, help them to find and collect data of all kinds using a range of media and technologies, and to evaluate the relevance, quality and authority of information in all its forms. Library Services will provide resources and services in an environment that encourages users to use, communicate and share findings in an ethical manner.
WHO IS END USER

• Any person that needs information for problem solving
  – Public Library: Everybody: school children, students from higher institutions, teachers/faculty, business men, artisans, politicians, unemployed...
  – School Library: Pupils, Students, teachers...
  – Academic Library: Members of Academic community: students, faculty, non-teaching staff, host community...
  – Special Library: Institutional Members (Often researchers)....
WHO IS END USER

• Every type of end user has his or her information need inclination that determines the services Library and Information Center renders.

• We shall consider global services to end user
WHAT SERVICES

- Basic Facts

- Users no longer interested visiting library for resources!!
- Many consider library resources inconsequential to research!!
- Many are not interested in details any more!!
- Many prefer dispatch services using technology!!
WHAT SERVICES
SO WHAT AND HOW CAN THEY BE SERVED

- Basic Information resource provision services
  - Lending
  - Reference: Bibliographic search, Directional/Simple queries, Complex and In dept questions: Physical, Online: Asynchronous, Synchronous;
    - Intermittent workshop;
    - Roving Support;
    - Embedded Services;
    - Collaboration and Partnership;
    - SDI;
    - All must involve application of IL skills
HOW TO APPLY SKILL

• How
  – Ensure the problem is identified and defined: Interaction face to face or online
    • Online: Mobil phone, chat messenger/chatroom, emails, Social media(microbloging, social networking even blog
    ▪ Identify the general and specific concepts;
    ▪ Build Search strategies; search terms-keywords, author, title;
    ▪ Go search: Traditional Library(Print) and Electronic;
      Print: Catalogue, Indexes/ Abstracts(Local and acquire;
      Electronic: In-house repository, global search using search engines, Search subject specific Indexes, Subscribed databases/sites, Deep web;
HOW TO APPLY SKILL

INFORMATION SOURCES

Referral /Resource person
- Mentor /Lecturer
- Fellow Student
- Subject Specialist

Personal Library
- Electronic
- Print

Institutional Library
- Electronic
- Print

Dr Chinwe: Information Literacy for End User Services

10/23/2017
HOW TO APPLY SKILL

• Searching
  - Reference sources, bibliographies and references contained in consulted information resources
  - Encyclopaedia: General and Special
  - References at end of Essay in encyclopaedia
  - Bibliographic listing of information in a subject
  - References in monographs, journals etc

• Print
  - Library Catalogue: Search using
    - Subject
    - Author
    - Title
    - Keyword
    - OPAC: Allows for phrase and Boolean search
  - Indexes: contain bibliographic information developed within or published
  - Indigenous indexes: newspapers, lectures, theses and dissertations
  - Abstracts: contain bibliographic information as well as summary of a work

Consult a Librarian
  - Knows plan of library
  - Trained and have skills to source

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HOW TO APPLY SKILL

- **Electronic**
  - Offline Resources:
    - eGranary
    - TEEAL
    - MIT Open Courseware
    - Institutional Repositories: Containing indigenous resources of an institution such as theses/dissertations, lectures, addresses, journals, monographs ETC Example UNIZIK Digital Library
  - Online Resources: most critical source of information resources since the advent of Internet and World Wide Web.
    - Subscribed: username and password provided sometime domain restricted: JSTORE, OARE, HINARI, AGORA, ARDI, EBSCOhost, NUC Virtual Library elibrayusa
    - Partly Free: Bibliomania, , Hathitrust Digital Library ,PROTA
    - Free: Directory of Open Access Journal DOAJ, Directory of Open Access Books DOAB, some Institutional Repositories and many other resources available through search engines
HOW TO APPLY SKILL

• Searching Electronic

[Diagram showing overlaps between Search Engines, Deep Web, Indexes, and Meta Search Engine]
HOW TO APPLY SKILL

- It is good to apply global search using search engines

**Search Engines**: Crawlers - In split of second search most public domains to gather answers to request made to it,
- Google (Scholar for scholarly search, images, maps, news, translate, books etc)
- Chrome
- MSN
- Yahoo
- Ask
- Others
  - Find characteristics of each and the engine that is most appropriate for your search

**Meta Search Engines**: Web application which searches within the result of search engines.
- Use the general search engine to find out some of the meta search engines

**Indexes**: Electronic indexes developed by institutions, commercial companies or individuals to assist researchers source resources in their areas of interest.
- iP12 Librarian: http://www.ipl.org/. Provides resources by subject, newspapers & magazines, special collections, resources for kids, resources for teens

**Deep Web**: Websites which contents may or may not be captured by search engines.
- Contents best access using their web addresses.
- May be free or fee based
- Include: library websites, databases, repositories, catalogues
- Users either type the web address or use search engines to find their home and then explore their content.
- Fee based requires subscription: log in with username and password
HOW TO APPLY SKILL

• Why Global Search Before Subscribed databases
  – Gives wide and elaborate insight to the task at hand thereby providing more keywords.
  – Provides publishers resources many of which are restricted; thus serve as stepping stone to content of subscribed sites whose crawlers (search applications) are not as efficient as the global engines
HOW TO APPLY SKILL

• Evaluate as the information is gathered
  – How
    • Print: Author and affiliation, publisher, audience, purpose, scope, date of publication
    • Electronic: Source (for website who owns: .com, org, .gov), author and affiliation, content quality, ease of access, date of creation.

Collate for End User

Disseminate How: Depending on the location and need of end user: Asynchronous or synchronous
HOW TO APPLY SKILL

• What about the Know Not End User
  – Ignorant End User
  – Ignorant non-user
  – Busy non-user

Ignorant End User: Employ IL skills in roving services, intermittent workshops, and embedded services

Ignorant non-user: Intermittent workshop, embedded services

Busy non-user: embedded services, collaboration and partnership
PRACTICAL APPLICATION

• Two institutional members presented this task: Relationship between human trafficking and colonialism in Nigeria. (physical library user and online user)
  – Approach
    • Interaction with (face to face / online interaction (Mobile phone, email, chat, tweet, (there must be database of users email))
    • Identify the general and specific focus of the task
      – General: Colonialism, Human trafficking etc
      – Specifics: Relationship between the two, Nigerian scenario
PRACTICAL APPLICATION

• Plan on search
  – Which source will provide the best resource
    • May use resource persons
    • Catalogue and In-house indexes of newspapers, research work
    • General and specific reference materials
    • Global search using search engines (noting the authenticity of the result, also identify the restricted resources which could be source from subscribed databases)
    • Search both free and subscribed databases. Free resources must be evaluated
PRACTICAL APPLICATION

• Build Database of the accepted resources
  – Use bookmarking for online resources(http://www.delicious.com/chiinobis, mendeley)
  – Use feed reader to continuously collect information resource on the task: Google reader, bloglines, Netvibe- http://www.netvibes.com
  – Build a bibliographic list as well as full text content in a folder for physical library user and online user
  – Hand in the physical resources and electronic folder to physical user
  – Upload using email and other media to the online user. Synchronous resource provision and discussion could be provided for this type of user.
PRACTICAL APPLICATION

• For Ignorant user
  – Open a friendly interaction using face to face approach or online approach
    • Chat, tweet(https://twitter.com/chinweanunobi)
PRACTICAL APPLICATION

• For a Busy non-user
  – Embedded and Collaborative services
    • Find out what he is doing and suggest ways of providing needed resources
    • Have a collaborative work ensuring that you demonstrate mastery in your area of strength. Such areas as sourcing, evaluating and citation
    • Use Internet and mobile technology to provide most of the services.
EXERCISE

• Group 1: Academic Library
  – You are provided with 2 people that need information resources for research
  – A. Student a who visited the library to source information resources on “Causes of terrorism in Nigeria”
  – B. A professor of Urology who is always busy attending to medical students and urology related patients but should be provided with state of the art research on treatment of prostrate cancer.
  – As an information literate library and information professional
  – What services, how do you go about serving them. Give reason for every step employing the IL skills and knowledge
  – Employ information Literacy Skills to serve these 2.
  – Indicate the how and the why of your steps.
EXERCISE

• Group 2: Special Library
  – You are provided 2 researchers to serve
  – A. Working on ‘how to improve cassava yield in Sub Sahara Africa’ (An ignorant Library user)
  – As an information literate library and information professional
  – What services, how do you go about serving them. Give reason for every step employing the IL skills and knowledge
  – Employ information Literacy Skills to serve these 2.
  – Indicate the how and the why of your steps
EXERCISE

• Group 3: Public Library
• Two people needing information
• A. A writer ‘chronicling Nigerian governance since independent’ (Ignorant user)
• B. Commissioner for Information ‘preparing report/paper on boundary disputes in Africa’ (Note A busy non-user who may not be able to visit and you don’t need to see him to provide the resources
  – As an information literate library and information professional
  – What services, how do you go about serving them. Give reason for every step employing the IL skills and knowledge
  – Employ information Literacy Skills to serve these 2.
  – Indicate the how and the why of your steps.
EXERCISE

• Group 4: School Library

• A teacher preparing lesson on basic mathematics (needs media resources for the lesson)

• A secondary school student who needs access to lots of literature to keep busy during vacation
  – As an information literate library and information professional
  – What services, how do you go about serving them. Give reason for every step employing the IL skills and knowledge
  – Employ information Literacy Skills to serve these 2.
  – Indicate the how and the why of your steps.
RESOURCES YOU CAN USE

- http://www.who.int/hinari/en/
- http://www.nigerianvirtuallibrary.com/
- http://database.prota.org/search.htm
- http://www.bioline.org/
- http://www.bibliomania.com/
- http://www.blds.ids.ac.uk/
- http://www.doaj.org/
- http://www.jstor.org
- www.inasp.org/subject-specific
- www.doabooks.org
- http://elibraryusa.state.gov/resources.html
- http://ardi.wipo.int
- www.google
- http://scholar.google.com


Ip12 Librarian: an Index

Institutional repository/in-house repository, institutional catalogue/indexes

Refer to information on the list of e-resources to know the most suitable for you

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