



LEAD CITY UNIVERSITY
Faculty of Arts and Education
Department of Library & Information Science

COURSE DETAILS

Course Code: LIS 414

Course Title: Library & Information Service for Diverse Communities

No. of Units: 3

Status: Compulsory

LECTURER(S) DETAILS

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Area of Specialization: Library and Information Studies

Course Description

Information function exists at all because there are users whose needs must be satisfied. These needs must be assessed and determined. The user is an important component in any information system. The information system exists to satisfy the information needs of the users. The course will explore diverse communities and their information needs, barriers to information seeking design and implementation of information services to the diverse communities

Course Objective:

In this course students would learn about diverse communities or the different groups of citizens, and the information transfer process, the design and implementation of equitable services for diverse communities This course is designed to study the way in which diverse communities make use of information, their needs and demands, information sources and other characteristics to assist in the control and improvement of the utilization of information

ASSESSMENT

Class Attendance	10 marks
Test(s) and Assignments	30 marks
Final Examination	60 marks

LECTURE PLAN

Week	Topic
Week 1	Introduction. Understanding the concept of: Information services and information needs: defined information seeking and information sources
Week 2	Identify and describe the characteristics, information needs, and information use of individual or groups of people from diverse and underserved populations e.g. rural dwellers
Week 3	Identify and describe the characteristics, information needs, and information use of individual or groups of people from diverse and underserved populations e.g. retirees,
Week 4	The role of information organizations to demonstrate sensitivity and responsiveness to the diversity of information seekers and their corresponding information needs.
Week 5-6	Barriers to information seeking, accessing, and using information among diverse and underserved communities’.
Week 7-8	The design, provision, and evaluation of services, which will help reduce or eliminate barriers to information seeking, access, and use for people from diverse and underserved populations
Week 9	User education: goals and objectives, methodology and techniques
Week 10	User education: goals and objectives, methodology and techniques continued
Week 11	Class presentation
Week 12	Exams

READING LIST

1. Prasad, H.N.(2000). Information needs and users. Available:
<http://lemi.uc3m.es/est/forinf@/index.php/Forinfa/article/viewFile/33/34>
2. Fisher, K.E.; Unruh, K.T, Durance, J. (2003). Information communities: characteristics gleaned from studies of three online networks. ASIST, 298-305

TUTORIAL QUESTIONS

1. Write short notes on the following concepts
 - a. Information needs
 - b. Information seeking
 - c. Information User
 - d. Information seeking behaviour
2. Discuss five factors that influence the information seeking behaviour of information user of your choice
3. Identify five (5) diverse information user community and describe their unique characteristics
4. What is the relevance of Nicholas Belkin (1980) Anomalous States of Knowledge (ASK) Theory to the library information services provision to any user group of your choice?
5. Explain Kuhlthau (1992) information search process model.
6. In order to satisfy their information need, the user actively undergoes the information seeking process. Describe five (5) essential information seeking processes
7. The information seeking patterns of an individual are determinants of that individual's information environment. Describe the components that constitute users' information environment
8. What do you understand by user education / Information Literacy skill?
 - a. Enumerate five benefits / advantages of good IL-skill for an academic institution
 - b. Describe five risks of poor IL-skills to students in an academic environment
9. Compare and contrast the information needs of the following user groups
 - a. Rural dwellers and urban dwellers
 - b. Academics and Business entrepreneur
10. Most library and information service points in developing nations are located in urban areas, excluding the vast majority of the rural population living in dispersed settlements. Comment on this statement and suggest five strategies that can change this state of affairs in Nigeria.