

INF 382D INTRODUCTION TO INFORMATION RESOURCES AND SERVICES (the 'Basic Reference' class)

Unique Number: 28480

Fall 2022

Note: some text is verbatim from the syllabus template from the Provost's Office.

CLASS MEETS

Tuesdays, 3:30-6:30 p.m., from 23 August 2022-29 November 2022, in UTA 1.502.

- Please bring your laptop to classes even when we meet face-to-face.
- We will also have a Zoom meeting room for use in class.

INSTRUCTOR

Dr. Loriene Roy (Anishinabe)

- Email: loriene@ischool.utexas.edu
- Office hours: by appointment.

COURSE DESCRIPTION

Major reference resources and techniques useful for providing information services in libraries and other information agencies. Includes: examination, evaluation, and use of reference materials; community information sources; introduction to online searching; reference interviews and search strategies; library instruction for end users; and communication processes. (Graduate standing)

LEARNING OUTCOMES

At the conclusion of this course you should be able to:

- L01: Demonstrate awareness and close knowledge of the contents of a representative sample of English language reference sources;
- L02: Examine, compare, contrast, and evaluate reference sources;
- L03: Understand the history and role of reference services in information settings;
- L04: Understand and demonstrate the role of the reference interview;
- L05: Articulate the role of library instruction in reference services and develop basic training skills;
- L06: Demonstrate effective search strategies including the use of Boolean operators and natural language searching;
- L07: Understand ethical guidelines underpinning reference services, including national guidelines developed for reference service;
- L08: Demonstrate awareness of the role of professional associations, especially the Reference and User Services Association (RUSA) in reference services.

HOW WILL YOU LEARN?

TEACHING MODALITY INFORMATION

Synchronous modality: we meet together face-to-face, live, once a week for 3 hours. Bring your laptop to class so we can use Zoom.

COURSE REQUIREMENTS AND GRADING

READINGS

- Our required textbook is:
 - Cassell, Kay Ann and Uma Hiremath, editors. Reference and Information Services: An Introduction. 4th ed. Chicago: ALA/Neal-Schuman Publishers, 2018. ISBN: 978-0-8389-1568-4. Please use this edition of the textbook. You can find an electronic copy online through the U.T. Library. You will need to be logged in.

http://ezproxy.lib.utexas.edu/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=1863462&site=ehost-live&ebv=EB&ppid=pp_A

CLASSROOM EXPECTATIONS

CLASS ATTENDANCE

CLASS PARTICIPATION

ASSIGNMENTS

GRADES

Grades will be based on:

- **Attendance and Participation:** 140 points (10 points X 14)
- **Asking Questions (essay):** 150 points
- **Slam the Boards! Reflective Essay:** 150 points
- **Get Off the Desk! I:** 75 points
- **Get Off the Desk! II:** 75 points

GRADE CALCULATIONS

GRADE CUTOFF

A	95%
A-	90%
B+	87%
B	83%
B-	80%
C+	77%
C	73%
C-	70%
D+	67%
D	63%
D-	60%
F	<60%

TENTATIVE COURSE SCHEDULE

Course Summary:

Date	Details	Due
• Wed Aug 24, 2022	Assignment Participation: Week 1	due by 6:30pm
• Wed Aug 31, 2022	Assignment Participation: Week 2	due by 6:30pm
• Wed Sep 7, 2022	Assignment Participation: Week 3	due by 6:30pm
• Wed Sep 14, 2022	Assignment Participation: Week 4	due by 6:30pm
• Tue Sep 20, 2022	Assignment Asking Questions	due by 6:30pm
• Wed Sep 21, 2022	Assignment Participation: Week 5	due by 6:30pm
• Mon Sep 26, 2022	Assignment Get Off the Desk! I. I will check you off after you upload your Master Copy	due by 6:30pm
• Assignment Get Off the Desk! I. Upload your Exchange Copy here		due by 6:30pm
• Assignment Get Off the Desk! I. Upload your Master Copy here		due by 6:30pm
• Wed Sep 28, 2022	Assignment Participation: Week 6	due by 6:30pm
• Wed Oct 5, 2022	Assignment Participation: Week 7	due by 6:30pm
• Wed Oct 12, 2022	Assignment Participation: Week 8	due by 6:30pm
• Wed Oct 19, 2022	Assignment Participation: Week 9	due by 6:30pm
• Wed Oct 26, 2022	Assignment Participation: Week 10	due by 6:30pm
• Wed Nov 2, 2022	Assignment Participation: Week 11	due by 6:30pm
• Mon Nov 7, 2022	Assignment Get Off the Desk! II. I will check you off after you upload your Master Copy	due by 6:30pm
• Assignment Get Off the Desk! II. Upload your Exchange Copy here		due by 6:30pm
• Assignment Get Off the Desk! II. Upload your Master Copy here		due by 6:30pm
• Wed Nov 9, 2022	Assignment Participation: Week 12	due by 6:30pm
• Wed Nov 16, 2022	Assignment Participation: Week 13	due by 6:30pm
• Tue Nov 29, 2022	Assignment Slam the Boards! Reflective Essay	due by 6:30pm
• Wed Nov 30, 2022	Assignment Participation: Week 15	due by 6:30pm
• Assignment Self Evaluation for Slam the Boards! Reflective Essay		due by 6:30pm
• Assignment Wild Card: When Used		

MODULES

Week 1/Aug. 23. Welcome to the Class! Defining Reference. What is a reference source? Reference History.

Week 2/Aug. 30: Varieties of Reference Service: Types of Questions; Reference Sources: Dictionaries; Ethics and Professional Guidelines

Week 3/Sept. 6: Evaluation Criteria; Reference Sources: Online Reference Sites; Reference Sources: Encyclopedias; Communication and the Reference Interview; Reference Interview Practice I

Week 4/Sept. 13: Reference Sources: Databases; Boolean Searching

Week 5/Sept. 20: Asking Questions: Submit and Discuss; Reader's Advisory

Week 6/Sept. 27: Get Off the Desk! I

Week 7/Oct. 4: Reference Sources: Handbooks; Reference Sources: Biographical Sources

Week 8/Oct. 11: Reference Interview Practice II: Sense Making Questions; Reference Sources: Directories

Week 9/Oct. 18: Reference Interview Practice III: Escalator Questions; Reference Sources: Government Documents

Week 10/Oct. 25: Reference Sources: Geographic Resources; Library Instruction

Week 11/Nov. 1: Reference Sources: Statistical Sources; Psychology of Searching

Week 12/Nov. 8: Get Off the Desk! III; Reference Sources: Bibliographies

Week 13/Nov. 15: Reference Evaluation

Week 14/Nov. 22: FALL BREAK. DO NOT COME TO CLASS!

Week 15/Nov. 29: Slam the Boards! Essay: Submit and Discuss; The Future of Reference; Summary

ASSIGNMENTS

PARTICIPATION, DOCUMENTED IN YOUR PARTICIPATION NOTES

*The purpose of this assignment is to help document and encourage your involvement in developing and sustaining our community of learners through your participation.

WHAT YOU NEED TO DO

- Please send me your completed Participation Note within 24 hours of the end of class (6:30 p.m.)!

ASKING QUESTIONS; QUALITY OF SERVICE PATRON ASSESSMENT

*The purpose of this assignment is to refresh our memory and experience of being a patron in order to be mindful of the patron-side of the reference query."

DESCRIPTION OF THE ASSIGNMENT

As we prepare to take on the roles of the information professional, consider the role of the patron who brings a question to the encounter. In this assignment you will ask two different questions to two different information providers. You will then write a reflective essay in which you describe your experience but, more importantly, connect your observations to professional documents.

GET OFF THE DESK I AND II

*The purpose of this assignment is to examine reference sources, acquire close experience in answering questions using designated reference sources, and practice aspects of the ipl2 Mandatory Elements in advance of participating in Slam the Boards!"

Step One: Design Three Reference Questions

Step Two: Create a Master Copy and an Exchange Copy of your Reference Questions

Step Three: Upload the Master Copy and Exchange Copy of your Reference Questions

Step Four: Get Ready for Our Work in Class

Step Five: Finding Answers to Questions in Class

Step Six: Reporting your Answers; Evaluating Answers to Your Questions

Report on your search results in class, providing answers and sources and, on occasion, demonstrations.

When a classmate answers one of your questions, I will ask you to assess whether your question was answered completely and correctly.

SLAM THE BOARDS! REFLECTIVE ESSAY

*The purpose of this assignment is to provide you with an opportunity answer reference questions from the public and to practice using selected reference sources.

BACKGROUND ON SLAM THE BOARDS!

In 2007, Bill Pardue, Virtual Services Librarian, at Arlington Heights Memorial Library in Illinois started Slam the Boards! The object is to invite librarians to visit online answer board services on one day a month to demonstrate the ability of librarians to answer the public's questions.

YOUR WORK

- You will participate in Slam the Boards! by answering one question from the public during September, October, and another question in November for a total of three questions.
- Note that Pardue provided the option of participating on the 9th, 10th, or 11th of the month.
- Make sure that you "source" your answer. That is, you will provide a reference and citation to the source or sources that you used.
- Do not answer the question based on your personal opinion.

SUBMIT A PAPER