INF 382D: Course Information

**Introduction to Information Resources and Services**

**Course Meeting Times**

Monday, 6 p.m. - 9 p.m. in UTA 1.210A

Unique Number: 27720

**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)

**Professor: Dr. Loriene Roy**

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| Office Hours: | Mondays, 4:00 – 5:00 p.m.; Wednesdays, 1-2 p.m., or by appointment |
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**Teaching Assistant:**

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* [Course Policies](http://courses.ischool.utexas.edu/loriene/2013/Fall/INF382D/policies.php)
* [Lecture Delivery Contract](http://courses.ischool.utexas.edu/loriene/2013/Fall/INF382D/LectContractF2010.doc)

**INF 382D: Objectives**

**At the conclusion of this course students should:**

1. Demonstrate awareness and close knowledge of the contents of a representative sample of English language reference sources;
2. Examine, compare, contrast, and evaluate reference sources;
3. Understand the history and role of reference services in information settings;
4. Understand and demonstrate the role of the reference interview;
5. Articulate the role of library instruction in reference services and develop basic training skills;
6. Demonstrate effective search strategies including the use of Boolean operators and natural language searching;
7. Understand ethical guidelines underpinning reference services, including national guidelines developed for reference service;
8. Design a continuing education plan to update and refresh reference skills;
9. Demonstrate awareness of the role of national library initiatives in ALA and RUSA in reference services.

**Textbooks:**

Required: Cassell, Kay Ann and Uma Hiremath, editors. Reference and Information Services in the 21st Century: An Introduction. 3rd ed. New York: Neal-Schuman Publishers, 2011. ISBN: 978-155570-864-1  
  
Required: Ross, Catherine Sheldrick, Kristi Nilsen, and Marie L. Radford. Conducting the Reference Interview. 2nd ed. Chicago: American Library Association, 2013. ISBN: 978-1-55570-65505

**Tentative Schedule:**

Note: \*\*\* denotes student responsibilities

**1/Aug. 31: Welcome to the class! Orientation to Reference**

A. Orientation to class responsibilities and Canvas.

B. \*\*\* Review of class policies.  
C. \*\*\* Discuss check list for lecture delivery contract and complete in class.

D. \*\*\* Start signing up for: Subject Area Resource Presentation team.

See the assignment description on Canvas.

See the sample handout on cheesemaking.  
E. \*\*\* Select teams for Get off the Desk!

See the assignment description on Canvas.   
F. \*\*\* Prior to next class meeting: locate two or more definitions of reference from (a) general usage and (b) usage within LIS (library and information science) professions. Avoid using the “Definitions of Reference” provided by RUSA [(http://www.ala.org/rusa/resources/guidelines/definitionsreference)](http://www.ala.org/rusa/resources/guidelines/definitionsreference) or definitions located in your text book. This is a good time to start using reference sources mentioned in Cassell and Hiremath such as dictionaries, encyclopedias or databases. A subject database specific to LIS is “Library & Information Science Source,” available to you through lib.utexas.edu.

Create two Wordles of your definitions, one for your general usage definitions and one for your usage within LIS. <http://www.wordle.net/>. Label one Wordle: “General Usage” and the other Wordle, “Usage within LIS.” Print off 5 copies of your two Wordles, one to keep for yourself, one to turn into Dr. Roy, and three copies for small group work. Make sure that your copy to Dr. Roy has a coversheet. See the course policies for details on what to put on your cover sheet:

“Attach a cover sheet to your assignments including paper as well as electronic copies. This is a separate page. Provide this information in the upper left hand corner of the cover page: your name, the title of the assignment, and the date and time you submitted your work. Deductions (-5 points) will be made when cover sheets are missing on paper as well as electronic submissions. Handwritten cover sheets will receive a deduction of 4 points.”

**2/Sept. 14: History, Ethics, and Professional Guidelines**

A. History of Reference

* View: Reference Roots
* View: Reference Librarianship on the Fly

B. \*\*\*Analysis of reference definitions: small group and large group

C. Review documents on RUSA’s website at: <http://www.ala.org/rusa/resources/guidelines>.

\*\*\*Write a one-sentence description for one of the documents, explaining who, what, where,

how, why or when:

* New Definition of Reference (2008)
* Professional Competencies for Reference and User Services Librarians (2003)
* Guidelines for Behavioral Performance of Reference and Information Service Providers (2013)
* Guidelines for Implementing and Maintaining Virtual Reference Services (2010)

D. \*\*\*Applying RUSA documents.

E. \*\*\*Read: Cassell and Hiremath, Chapters 1 and 18                    
F. \*\*\*Select names for Get Off the Desk! Teams by this date

**3/Sept. 21: Varieties of Reference Service: The Reference Interview, Communication, and Learning Styles; Sources: Dictionaries**

1. Communication and the reference interview
2. Types of reference queries
3. Reference sources

* What is a reference source?
* Criteria in evaluating sources
* Best free reference websites
* What the heck is a database?
* Dictionaries

1. \*\*\* Read: Cassell and Hiremath, Chapters 2, 7, and 17
2. \*\*\* Read: Start reading Ross, Nilsen, Radford, Chapter 1. Continue reading each week.

**4/Sept. 28: Asking Questions: Quality of Service Patron Assessment**

A. \*\*\*Asking Questions: Quality of Service Patron Assessment Essays due   
B. \*\*\*Discuss essays in class

C. Search strategies including Boolean Operators and Natural Language Searching

D. Psychology of searching

E. Sources: Encyclopedias

F. \*\*\* Read: Cassell and Hiremath, Chapters 3, 5, and 13

**5/Oct. 5: Ask, Search, Play!**

A.\*\*\*Game 1: Get Off the Desk! Submit group questions & answers in writing to Dr. Roy in class. Bring an extra copy of your questions to pose to other teams.

B. Sources: Almanacs, Yearbooks, and Handbooks I

C. \*\*\* Read: Cassell and Hiremath, Chapter 6 and 8

D. \*\*\*Participate in Slam the Boards! on October 9, 10, or 11

**6/Oct. 12: Sources: Directories, Biographies, and Bibliographic Resources**

A. Reference Sources

* Biographical Sources
* Directories
* Bibliography

B. Resource Presentation: Interim Feedback

* Self evaluation
* Peer evaluation

C. \*\*\* Read: Cassell and Hiremath: Chapters 4 and 11

**7/Oct. 19: Reader's Advisory and More!**

A. Guest speaker: Ms. Trina Bolfing

Note: Dr. Roy will be at the European Conference on Information Literacy

B. \*\*\* Read: Cassell and Hiremath: Chapter 14

C. \*\*\* Read: Ross, Nilsen, and Radford, Chapter 7

8/Oct. 26: Government Documents, Geographic Resources, and Information Specialist Interviews  
   
A. \*\*\*Information Specialist Interviews and Reflective Essays due

B. \*\*\*Discuss Information Specialist Interviews

C. Reference Sources

* Government Documents
* Geography

D. \*\*\* Read: Cassell and Hiremath: Chapter 12

**9/Nov. 2: Get Off the Desk! Round Two!**

A. \*\*\*Game 2: Get Off the Desk! Submit group questions & answers in writing to Dr. Roy in class. Bring an extra copy of your questions to pose to other teams.

B. \*\*\*Participate in Slam the Boards! on November 9, 10 or 11

**10/Nov. 9: Resources Presentations**

A. \*\*\* Four Reference Presentations Scheduled

**11/Nov. 16: Resources Presentations**

A. \*\*\* Four Reference Presentations Scheduled

**12/Nov. 23: Sources: Information Literacy; Statistical Sources**

1. \*\*\* Three Reference Presentations Scheduled, if needed
2. Library Instruction

* Background
* How Instruction is Expressed

1. Reference Sources

* Statistical sources

1. \*\*\* Read: Cassell and Hiremath: Chapter 16

**13/Nov. 30: Reference Evaluation**

A. \*\*\* Submit completed Continuing Education Plan

B. \*\*\* Discuss Continuing Education Plan

C. Reference Evaluation  
D. Future of Reference Services: Activity  
E. Summary

\*\*\* Read: Cassell and Hiremath: Chapters 19, 20, 21, and 22

**4 December, noon.** Slam the Boards Reflective Essay due; Place paper copy in Dr. Roy's mail box. Email an electronic copy to Dr. Roy.

**Grading:**

#### Assignment & Grading

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| [**Resources Presentation: Content and Delivery**](http://courses.ischool.utexas.edu/loriene/2014/Fall/INF382D/Index_Content.php) | **Various Days** | **100 points** |
| [**Resources Presentation: Handout**](http://courses.ischool.utexas.edu/loriene/2014/Fall/INF382D/IndexElectronicResourceHandoutEvalSheetFall2014.doc) | **Various Days** | **100 points** |
| [**Scores on *Get off the Desk***](http://courses.ischool.utexas.edu/loriene/2014/Fall/INF382D/getoffthedesk.php)**, 50 points a piece (2X50)** | **5 October and 2 November** | **100 points** |
| [**Asking Questions: Quality of Service Patron Assessment**](http://courses.ischool.utexas.edu/loriene/2014/Fall/INF382D/askingquestions.php) | **28 September** | **150 points** |
| [**Information Specialist Interview and Reflective Essay**](http://courses.ischool.utexas.edu/loriene/2014/Fall/INF382D/interview.php) | **26 October** | **150 points** |
| [**Continuing Education Plan**](http://courses.ischool.utexas.edu/loriene/2014/Fall/INF382D/conti_edu.php) | **30 November** | **150 points** |
| [***Slam the Boards* Participation and Essay**](http://courses.ischool.utexas.edu/loriene/2014/Fall/INF382D/slamtheboards.php) | **4 December, Noon** | **150 points** |
| [**Class Participation**](http://courses.ischool.utexas.edu/loriene/2014/Fall/INF382D/participation.php) | **EACH DAY** | **100 points** |

Grades:

950-1000 points = A

900-949 points = A-

870-899 points = B+

830-869 points = B

800-829 points = B-

770-799 points = C+

730-769 points = C

700-729 points = C-

Grade points are not rounded up: for example, cumulative point scores of 89.5 receive a grade of B+. I neither grade on a curve nor use a `quota system'; although it is a rough rule of thumb that in elective graduate courses in this department there will be one A awarded for every three B's.

Additional ungraded assignments might be required. This homework may be in the form of readings or worksheets to help you prepare for assignments.

You may view your online grade report through UTEID.