This shortened syllabus provides you with an outline of the course and assignments. The full syllabus is available to registered students through Canvas.

Welcome to

**Introduction to Information Resources and Services**

The 'Basic Reference' class!

a 3-credit face-to-face graduate class for those of you seeking to explore and practice the place of providing information through information settings

**Fall 2018**

Tuesdays, 3 - 6 p.m., UTA 1.210A

Unique Number: 27680

Instructor: Dr. Loriene Roy, Professor

You might be interested in taking this class if you are seeking a career as a Reference Librarian, Instruction Librarian, Public Service Librarian, School Librarian, Archivist, Embedded Librarian, Academic Liaison Librarian, Outreach and Instruction Librarian, Student Enrichment Librarian, Customer Service Librarian, or any position where you might provide your patrons with information.

**Course Meeting Times and Classroom Location**

Tuesday, 3 p.m. - 6 p.m. in UTA 1.210A, starting on Tuesday, 4 September 2018. Our last day of class is Tuesday, 4 December 2018.

Note: on the first night students will form teams of 2-3 students. You will work with your team on assignments throughout the semester.

Read on to find details about the course, including our plans for each week, descriptions of assignments, and the formal elements of the class including our objectives, course policies, and details on grading.

**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)

**Prerequisite:** Graduate standing in the School of Information or admission to the Bachelor’s in Computer Science/MSIS program. Students in other departments may be able to enroll in the class if there is room after iSchool students have been given an opportunity to register.

**Specific Learning Objectives:** At the conclusion of this course students should:

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

**Your Required Textbook:**

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

**Grading**

Grades will be based on:

* Individual activities during our 14 meetings:
* Attendance and Participation: 150 points General Participation; Participation: Contribute to Discussion of Reference Documents; Participation: Reference Interview Practice; Participation: Discussing the Asking Questions assignment; Participation: Discussing your Information Specialist Interview; Participation: Discussion of the Future of Reference
* Asking Questions (essay): 150 points Asking Questions
* Information Specialist Interview & Reflective Essay: 150 points Information Specialist Interview and Reflective Essay
* Slam the Boards! Participation & Essay: 150 points Slam the Boards! Participation and Essay
* Group projects that span the entire semester
* Get Off the Desk! I: 75 points Get Off the Desk! I
* Get Off the Desk! II: 75 points Get Off the Desk! II
* Resources: Presentation and Content: 150 points Resources Presentation: Content and Delivery
* Resources: Handout: 100 Resources Presentation: Handout

**Grade Calculations**

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-

**Tentative Course Schedule**

**Right! Our class does not start until after Labor Day!**

**Week 1 (Sept. 4): Welcome to the class! Orientation to Reference; Reference History (If time: Reviewing RUSA Documents in Class)**

**Background and preparation:**

* Overview of the class: assignments, schedule, and Canvas.
* Review of course policies.
* Start selecting your team for Get Off the Desk! Get Off the Desk! I; Get Off the Desk! II
* Start selecting your interviewee for your Information Specialist Interview & Reflective Essay. Information Specialist Interview and Reflective Essay.
* Start signing up for your Resources Presentation & Handout. Resources Presentation: Content and Delivery; Resources Presentation: Handout

**Course content:**

* Meet your Teammate!F2018.pptx
* History of reference. Reference RootsFall2018.pptx; Reference Librarianship on the FlyFall2018.pptx
* What is reference? RefWordDefsFall2018.pptx GeneralRefDefsWordCloud.pdf; FormalRefDefsWordCloud.pdf
* If time, review RUSA documents in class. RUSA Guidelines SentencesFall2018.pptx; Participation: Contribute to Discussion of Reference Documents

Each student will write a one-sentence description for one of the RUSA documents, explaining who, what, where, how, why, or when. Gather in groups of 3 or 4 to compare your definitions and arrive at a communal statement. Share with the class! You may select:

* New Definition of Reference (2008), or
* Professional Competencies for Reference and User Services Librarians (2017), or
* Guidelines for Behavioral Performance of Reference and Information Service Providers (2013), or
* Guidelines for Implementing and Maintaining Virtual Reference Services (2017).

**Week 2 (Sept. 11): Ethics and Professional Guidelines; Varieties of Reference Service: Types of Questions; Communication and the Reference Interview**

**Background and preparation:**

* Brief recap of your assignments. AssignmentsRecapFall2018.pptx
* Read: Cassell and Hiremath, Chapters 1, 2, and 17.
* Select your team name for Get Off the Desk! by this date.
* Select your interviewee for your Information Specialist Interview & Reflective Essay by this date.

**Course content:**

* Types of reference queries. Types of Reference QueriesFall2018.pptx
* Communication and the reference interview. CommunicationF2018.pptx
* Participation: Reference interview practice. Participation: Reference Interview Practice

**Week 3 (Sept. 18): Finding the Answer; What is a Reference Source; Evaluation Criteria; Reference Sources: Online Reference Sites; Reference Sources: Dictionaries**

**Background and preparation:**

* Students: provide an update of your assignments (Get Off the Desk!; Information Specialist Interview & Reflection Essay; Resource Presentation & Handout).
* Inform the class which answer board you're using for Slam the Boards! Slam the Boards!
* Review: Asking Questions (essay) assignment. Asking Questions
* Read: Cassell and Hiremath, Chapters 3, 7, 13, and 18.

**Course content:**

* WhatIsAReferenceSourceFall2018.pptx
* Criteria in Evaluating SourcesFall2018.pptx
* Best Free Reference Websites. Examine this list: BestFreeReferenceWebsites2017.pdf
* Reference Sources: Dictionaries. DictionariesFall2018.pptx

**Week 4 (Sept. 25): Reader's Advisory [Dr Roy will be at the ECIL conference in Oulu, Finland.] http://ecil2018.ilconf.org/**

\*Look in the "ECIL Conference" file folder for photos from the 2015 ECIL conference in Tallinn, Estonia. See this article about ECIL: Royetal\_ECIL\_2017.pdfPreview the document

**Background and preparation:**

* Read: Cassell and Hiremath, Chapter 14.

**Course content:**

* Guest speaker: Ms. Mary Beth Widhalm, Westbank Community Library
* What is reader's advisory? RAFall2018.pptx; How are Libraries Supporting Readers AdvisoryFall2018.
* Background documents: Bolfingreaders advisory training reader profile.pdf; BolfingReaders' Advisory Handout.pdf

**Week 5 (Oct. 2): Asking Questions: Discussion; Boolean Searching; Reference Sources: Databases; Reference Sources: Encyclopedias**

**Background and preparation:**

* Any needed, brief assignment recap.
* Assignment Due: Asking Questions. Asking Questions
* Read: Cassell and Hiremath, Chapters 5 and 8.

**Course content:**

* Discuss Asking Questions essays in class. Participation: Discussing the Asking Questions assignment
* Boolean Searching. Boolean...SearchingFall2018\_4Aug.pptx
* Instruction Video, Sp 2016. Boolean Searching3.mp4
* In class: BooleanExercise.doc
* Reference Sources: Databases. What the Heck is a DatabaseFall2018.pptx
* Reference Sources: Encyclopedias. EncyclopediasFall2018.pptx

**Week 6 (Oct. 9): Psychology of Searching; Reference Sources: Handbooks; Reference Sources: Biographical Sources; Reference Sources: Directories; Reference Sources: Bibliographic Resources**

**Background and preparation:**

* Read: Cassell and Hiremath, Chapters 4, 6, and 11.

**Course content:**

* Search Strategies: Psychology of Searching. Psychology of SearchingFall2018.pptx
* If time, in class: Handbooks MarathonInstructionsFall2018.docx Reference Sources: Handbooks.
* Reference Sources: Biographical Sources. Biographical SourcesFall2018.pptx
* Reference Sources: Bibliographic Resources. BibliographyFall2018.pptx
* Reference Sources: Directories. DirectoriesFall2018.pptx
* In class: Biography ExerciseRevFall2018.docx

**Week 7 (Oct. 16): Get Off the Desk! I. Ask! Search! Play!**

**Background and preparation:**

* Be prepared to participate in Get Off the Desk!
* Assignment due: Get Off the Desk! Episode 1. Get Off the Desk! I

**Course content:**

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

**Week 8 (Oct. 23): Reference Sources: Government Documents; Reference Sources: Geographic Resources**

**Sign up for your Resources Presentation & Handout, indicating your topic and team member(s).** Resources Presentation: Content and Delivery; Resources Presentation: Handout

**Background and preparation:**

* Read: Cassell and Hiremath, Chapters 10 and 12.

**Course content:**

* Reference Sources: Government Documents. Government DocumentsFall2018.pptx
* Reference Sources: Geographic Resources. GeographyFall2018.pptx

**Week 9 (Oct. 30): Get Off the Desk! II!**

**Background and preparation:**

* Be prepared to participate in Get Off the Desk!
* Assignment due: Get Off the Desk! II. Get Off the Desk! II
* Review: Slam the Boards! assignment. Slam the Boards! Participation and Essay
* Review: Information Specialist Interview & Reflective Essay. Information Specialist Interview and Reflective Essay
* Participate in Slam the Boards! on November 9, 10, or 11.

**Course content:**

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

**Week 10 (Nov. 6): Information Specialist Interview & Reflective Essay; Reference Sources: Statistical Sources**

**Background and preparation:**

* Assignment due: Information Specialist Interview and Reflective Essay

**Course content:**

* Discuss Information Specialist Interview & Reflective Essay in class. Participation: Discussing your Information Specialist Interview
* Reference Sources: Statistical Sources. Statistical SourcesFall2018.pptx
* REMEMBER: Participate in Slam the Boards! on November 9, 10, or 11.

**Week 11 (Nov. 13): Library Instruction**

**Background and preparation:**

* Read: Cassell and Hiremath, Chapter 16.
* Review: Resources Presentation & Handout assignments.

**Course content:**

* Library instruction: History.
* In class: How is library instruction expressed? How is Instruction expressed in LIS settingsF2018.docx

**Week 12 (Nov. 20): Resources Presentations & Handouts**

**Background and preparation:**

* Assignment due: Resources Presentation & Handout.

**Course content:**

* Resources Presentation & Handout: Three presentations scheduled.
* Resources Presentation: Content and Delivery; Resources Presentation: Handout; Fall2018ResourcePresentationEvalSheet.docx; Fall2018ResourcePresentationHandoutEvalSheet.docx; SelfEvalFormFall2018.docx; PeerEvalFall2018.doc

**Week 13 (Nov. 27): Resources Presentations & Handouts**

**Background and preparation:**

* Assignment due: Resources Presentation & Handout.

**Course content:**

* Resources Presentation and Handout: Three presentations scheduled.
* Resources Presentation: Content and Delivery; Resources Presentation: Handout; Fall2018ResourcePresentationEvalSheet.docx; Fall2018ResourcePresentationHandoutEvalSheet.docx; SelfEvalFormFall2018.docx; PeerEvalFall2018.doc

**Week 14 (Dec. 4): Reference Evaluation; The Future of Reference; Summary**

**Background and preparation:**

* Read: Cassell and Hiremath, Chapters 21, 22, and 23
* Participate in Slam the Boards! on December 9, 10, or 11.

**Course content:**

* Reference Evaluation. Evaluating ReferenceFall2018.pptx
* Future of Reference Services: Activity. ReferenceFutureScenariosFall2013.doc; FutureReferenceTalkF2018.ppt; Participation: Discussion of the Future of Reference
* Summary.

**REMEMBER: Participate in Slam the Boards! on December 9, 10, or 11.** Slam the Boards! Participation and Essay

**Friday, December 14: Slam the Boards! Reflective Essay due on Canvas by 12:00 noon.** Slam the Boards! Participation and Essay

**Assignment Descriptions**

**Asking Questions: Quality of Service Patron Assessment: Background Documents Asking Questions**

Note: Elements of this assignment are based on one developed by Bonnie Brzozowski and adapted by Trina Bolfing.

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 three different questions to three different information providers and write a reflective essay based on this experience.

* Ask a face-to-face question at an information service area within a library;
* Ask a different question through a library’s virtual reference service;
* Finally, ask a different face-to-face question or question over the phone of someone working in customer service for another agency/institution/setting.
* After you ask your question, write a three to four (750-1000 word) paper based on the results and your reflections on these results.

**Get Off the Desk! I and II**

Get Off the Desk! is an in-class game that simulates the fast pace of reference service.

* Students will work in teams of two (and sometimes, three).
* Each team member should prepare three questions, each of which can be answered using unique sources. You will give these questions to another Get Off the Desk! team.
* Work with your teammate in class to answer as many questions as you are able to within 15 to 20 minutes. Note down an answer and make sure that you can demonstrate your search.

**Interview of an Information Professional**

Contact an information professional to ask questions related to their preparation for their careers, their current and past work in the area of reference, their professional involvement, and their plans for the future. Then write a 4-5 pages (1000-1250 words) essay with an appended transcript of your interview.

**Resources Presentation: Content and Delivery and Handout**

Description: Students will work in teams of 2 or 3 to prepare and deliver one 30-40 minute demonstration introducing the class to reference resources available in a specific subject area. You and one or two teammembers will provide a presentation, design and distribute a one-page double-sided paper handout, and create a set of PowerPoint slides to accompany your presentation.

**Slam the Boards! Participation and Essay**

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.

Students will participate in Slam the Boards! by answering one question from the public during November and another question in December for a total of two questions. Submit a paper that includes: a cover sheet; a narrative essay of four to five pages (1000-1250 words), endnotes to references cited in the essay, a bibliography of sources (including one or more RUSA Guidelines, the ipl2's Six Mandatory Elements, and the Chicago Manual of Style), Appendix A (the text of the questions and answers), and Appendix B (a bibliography of the sources used to answer the questions).

**Participation**

Credit for participation will be based on:

[a] contribution to discussions of reference documents (4 Sept) [10 points]; Participation: Contribute to Discussion of Reference Documents

[b] reporting on the reference interview in-class activity (11 Sept) [10 points];

[c] discussing the Asking Questions assignment (2 Oct) [10 points]; Participation: Discussing the Asking Questions assignment

[d] discussing your Information Specialist Interview (6 Nov) [10 points]; Participation: Discussing your Information Specialist Interview

[e] participation in discussion of the future (4 Dec) [10 points]; Participation: Discussion of the Future of Reference

[f] general participation [100 points]. General Participation

Note: Evaluation for individual segments (a-f, above) may be shown in separate columns in the grading section on Canvas.