\*Note: The full, detailed syllabus is available to students in the class through Canvas

Welcome to

**Introduction to Information Resources and Services**

The 'Basic Reference' class!

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

**We meet together online, live, once a week for 3 hours.**

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.

* Fall 2020
* Tuesdays, 3 - 6 p.m., live online (synchronous)
* Unique Number: 27145
* Instructor: Dr. Loriene Roy, Professor (she/her) White Earth Anishinabe
* Homepage Image: I took this photo of a library in Norway in April 2011.

**iSchool Land Acknowledgement**

We acknowledge that the iSchool sits on indigenous land. The Tonkawa lived in central Texas and the Comanche and Apache moved through this area. Today, various indigenous peoples from all over the globe visit Austin and/or call it home. We are grateful to be able to study and learn on this piece of Turtle Island. Since our class is online, you may be contributing from other tribal lands. Here is a map that may help you in identifying the indigenous peoples of the land on which you study: https://native-land.ca/ (Links to an external site.)

To read more about land acknowledgement, see: Stewart, Mariah, "Acknowledging Native Land is a Step Against Indigenous Erasure," Insight Into Diversity, December 19, 2020. Available at: https://www.insightintodiversity.com/acknowledging-native-land-is-a-step-against-indigenous-erasure/ (Links to an external site.)

**UT-Austin Native American and Indigenous Studies Program Land Acknowledgement**

We would like to acknowledge that we are meeting on Indigenous land. Moreover, we would like to acknowledge and pay our respects to the Carrizo & Comecrudo, Coahuiltecan, Caddo, Tonkawa, Comanche, Lipan Apache, Alabama-Coushatta, Kickapoo, Tigua Pueblo, and all the American Indian and Indigenous Peoples and communities who have been or have become a part of these lands and territories in Texas, here on Turtle Island.

**Useful Background Documents**

* **Course Policies**: Read the details in the full syllabus
* **Writing Mechanics**:
* **Lecture Delivery Contract**:
* **Self Evaluation Form**: BasicRef\_SelfEvalForm\_F2020 (15).docx
* **Great Advice on Group Work**: RoyWilliamsGroupWork (3).pdf
* **Assignments**: For details about any assignment, look under the "Assignments" link, on the left.
* **Watch** for information from TxVotes

**Course Meeting Times and Classroom Location**

* Tuesday, 3 p.m. - 6 p.m. online through Zoom, starting on Tuesday, 1 September 2020. Our last day of class is Tuesday, 24 November 2020.
* We will begin class at the top of the hour and strive to end class fifteen minutes before the posted end of the class. We will have a fifteen minute break approximately half way through the class. Please return promptly to our Zoom room after the break.
* 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**

* 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

**Instructor Behavior**

As your instructor, I will endeavor to:

* return assignments promptly;
* negotiate an office meeting time with you upon your request;
* grade fairly and consistently;
* tell you in advance what I expect of you;
* encourage individual class participation while preventing any one student from monopolizing the discussion, from treating other students without respect or from otherwise making class discussion disagreeable;
* make explicit a rationale for assigning grades;
* help maintain an atmosphere of learning in the classroom;
* serve as 'fairness monitor' or otherwise mediate in difficulties students might be having related to the class;
* come to class prepared and organized;
* maintain confidentiality concerning student grades and information you give me in confidence;
* apply class policies fairly and consistently.

I am most comfortable with you calling me Dr. Roy until you graduate! Here is an autobiographical piece that will provide you with some details about my background. Roy, Loriene. (2014). “Leading a Fulfilled Life as an Indigenous Academic,” AlterNative 10 (3): 303-310. Altern10(3)\_Roy (4) (1) (1).pdf

We are fortunate to have a **Teaching Assistant** helping this semester, Stephanie Tamsky, iSchool Ph.D. student. We will work together to support you and our course objectives.

**Readings about Identity and Self Reflection**

See the readings in the full syllabus.

**Course Policies.** See all of the policies in the full syllabus.

**Communication Including Email**:

* We will use two main tools to help us stay connected throughout the semester: Canvas and Zoom.

**Technical Requirements**:

**Attendance and Participation**:

**Deadlines and Submission of Work**:

**Cover Sheets**:

**Formal Presentations**:

**Citing Sources and Style Manual**:

**Class Etiquette**:

**Group Work**:

**Incompletes**:

**Drops**:

**Credit/No Credit:**

**Conditional or Probational Status**:

**University Resources for Students**

**University of Texas Libraries**:

**Accessible, Inclusive, and Compliant Statement**:

**Writing support through UT-Austin**:

**Counseling and Mental Health Center**:

**Behavior Concerns Advice Line**:

**Personal or Family Emergencies (Student Emergency Services (SES)**:

**CARES Act Emergency Assistance**:

**COVID-19 Response and Testing for the Fall 2020 Semester**:

**University Policies**

**UT Honor Code and Academic Integrity**:

**Bias incidents and Title IX**:

**Use of E-mail for Official Correspondence to Students**:

**Religious Holy Days**:

**Student Bereavement Policy**:

**Sharing of Course Materials is Prohibited**:

**Class Recordings**:

**Grading**

Grades will be based on:

* Individual activities during our 14 meetings:
* Attendance and Participation: 140 points
* Asking Questions (essay): 150 points
* Slam the Boards! Participation & Essay: 150 points Group projects:
* Get Off the Desk! I: 75 points Get Off the Desk! I. Upload your Master Copy here
* Get Off the Desk! II: 75 points Get Off the Desk! II. Upload your Master Copy here

**Tentative Course Schedule**

**Week 1 (Sept. 1): Welcome to the class!**; **Defining Reference; What is a Reference Source; Reference History**

**Week 2 (Sept. 8)**: **Varieties of Reference Service: Types of Questions; Reference Sources: Dictionaries; Ethics and Professional Guidelines**

**Week 3 (Sept. 15)**: **Evaluation Criteria; Reference Sources: Online Reference Sites; Reference Sources: Encyclopedias; Communication and the Reference Interview; Reference Interview Practice I**

**Week 4 (Sept. 22): Asking Questions: Discussion; Reference Sources: Databases; Boolean Searching**

**Week 5 (Sept. 29): Get Off the Desk! I**

**Week 6 (Oct. 6)**: **Reader's Advisory**

**Week 7 (Oct. 13)**: **Reference Sources: Handbooks; Reference Sources: Biographical Sources**

**Week 8 (Oct. 20): Reference Interview Practice II: Sense Making Questions; Reference Sources: Directories**

**Week 9 (Oct. 27**): Reference Interview Practice III: Escalator Questions; Reference Sources: Government Documents

**Week 10 (Nov. 3)**: **Get Off the Desk! II!; Reference Sources: Bibliographies**

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

**Week 11 (Nov. 10)**: **Reference Sources: Statistical Sources; Psychology of Searching**

**Week 12 (Nov. 17): Reference Sources: Geographic Resources; Library Instruction**

**Week 13 (Nov. 24): Reference Evaluation; The Future of Reference; Summary**

**Deadline for Submitting: Slam the Boards! Reflective Essay**

* Tuesday, 1 December, 6 p.m. (Unless this is an official UT-Austin 'dead day.' If this is a dead day, then the essay is due on the second day after the official dead day(s).

**Assignment Descriptions**

**Asking Questions:** \*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."

**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 Five: Finding Answers to Questions in Class**

**Slam the Boards! Participation and 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.

**Participation Documented through a Required Weekly Participation Note:** \*The purpose of this assignment is to help develop and sustain our community of learners and encourage the attributes of socialization and support.