Fa21 - INTRO INFO RESOURCES/SERVICES (28780)

**Welcome to Fall 2021**

**Introduction to Information Resources and Services**

**The 'Basic Reference' class!**

**Fall 2021**

Tuesdays, 3:30 - 6:30 p.m.

Unique Number: 28780 in UTA 1.210A

Instructor: Dr. Loriene Roy, Professor (she/her) White Earth Anishinabe

TA: Kristina Shimona (iSchool Ph.D. student)

**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/

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/

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

(I) We would like to acknowledge that we are meeting on the Indigenous lands of Turtle Island, the ancestral name for what now is called North America.

Moreover, (I) We would like to acknowledge the Alabama-Coushatta, Caddo, Carrizo/Comecrudo, Coahuiltecan, Comanche, Kickapoo, Lipan Apache, Ysleta Del Sur Pueblo and Tonkawa, 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.

https://prezi.com/view/RXimd6u4iidNI3ViUg2d/

**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 and Other Readings**

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.

Grades will be based on:

* + Attendance and Participation: 140 points
  + Asking Questions (essay): 150 points Asking Questions
  + Slam the Boards! Participation & Essay: 150 points Slam the Boards! Participation and Essay
  + 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

No letter grades are assigned to individual assignments. Instead, each assignment will be worth a certain number of points, as designated above. Points will be totaled at the end of the semester. Total points possible: 590 points.

**Grade Calculations**

95-100% (560-590 points) = A; 90-94.9% (531-559 points) = A-; 87-89.9% (513-530 points) = B+; 83-86.9 % (490-512 points) = B; 80-82.9 % (472-489 points) = B-; 77-79.9 % (454-471 points) = C+; 73-76.9% (431-453 points) = C; 70-72.9% (413-430 points) = C-

**Tentative Course Schedule**

\*\*This syllabus represents my current plans and objectives. As we go through the semester, those plans may need to change to enhance the class learning opportunity. Such changes, communicated clearly, are not unusual and should be expected.

Scroll down to see details about assignments. These details are also available under the "Assignments" tab, to the left.

**Week 1 (Aug. 31): Welcome to the class!; Defining Reference; What is a Reference Source; Reference History**

**Week 2 (Sept. 7): Varieties of Reference Service: Types of Questions; Reference Sources: Dictionaries; Ethics and Professional Guidelines**

**Week 3 (Sept. 14): Evaluation Criteria; Reference Sources: Online Reference Sites; Reference Sources: Encyclopedias; Communication and the Reference Interview; Reference Interview Practice I**

**Week 4 (Sept. 21): Reference Sources: Databases; Boolean Searching**

**Week 5 (Sept. 28): Asking Questions: Discussion; Reader's Advisory**

**Week 6 (Oct. 5): Get Off the Desk! I**

**Week 7 (Oct. 12): Reference Sources: Handbooks; Reference Sources: Biographical Sources**

**Week 8 (Oct. 19): Reference Interview Practice II: Sense Making Questions; Reference Sources: Directories**

**Week 9 (Oct. 26): Reference Interview Practice III: Escalator Questions; Reference Sources: Government Documents**

**Week 10 (Nov. 2): Get Off the Desk! II!; Reference Sources: Bibliographies**

**Week 11 (Nov. 9): Reference Sources: Statistical Sources; Psychology of Searching**

**Week 12 (Nov. 16): Reference Sources: Geographic Resources; Library Instruction**

**Week 13 (Nov. 23): Reference Evaluation**

**Week 14 (Nov. 30): Slam the Boards!: Discussion; The Future of Reference; Summary**

**Assignment Descriptions**

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

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**

* Design Three Reference Questions
* Exchange Your Questions with Another Student
* Finding Answers to Questions in Class

**Slam the Boards! Participation and Essay**

* You will participate in Slam the Boards! by answering one question from the public during October and another question in November for a total of two questions.
* Submit a paper based on your experience.

**Participation, Documented in Your Participation Notes**

Provide details on your major participation actions during our class.