Instructor: Claudia J. Gollop, PhD  
Office: 215, Manning Hall  
Email: gollop@ils.unc.edu

Office Hours: Wednesday, 2:00-3:00 pm and by appointment

Class: Tuesday, 2:00-4:45 pm
Location: 14, Manning Hall

NOTE: This schedule is subject to change, so please review it regularly.

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Due date</th>
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<tr>
<td>8/23</td>
<td><strong>2-3:15 - Introductions</strong>, course overview, assignments, and UNC Libraries <a href="http://library.unc.edu/">http://library.unc.edu/</a> - <a href="#">Student Questionnaire</a>, questions, etc. <strong>Readings:</strong> in Sakai, UNC Library system, or on the Web.</td>
<td>Student Questionnaire Due: 8/30/16</td>
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<tr>
<td>3:30-4:45 = Meet in Davis Library – near the front entrance of the library on the 1st floor for information session with Tommy Nixon, Classics, Dramatic Art &amp; English/Comparative Literature Librarian. <strong>Assignment: Reference book assessment paper</strong> At some point, following the tour, please return to Reference section of Davis Library and select a book (i.e., dictionary, encyclopedia, directory, etc.) on any topic you like in print. Look at the front matter and back matter (i.e., preface, introduction, table of contents, indexes, etc.) to get a sense of how it is arranged. Please write a brief, 1-2 page description of the book’s focus or subject, arrangement and why you selected it. Please include a complete citation for the book selected. <strong>Due 8/30/16.</strong> <strong>Proper Citation of all your work is very important. If you would like assistance with creating citations, please view this link, provided by the UNC Library: <a href="http://library.unc.edu/services/citing/">http://library.unc.edu/services/citing/</a></strong></td>
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| 8/30 | Class discussion on the **Reference book assessment assignment** **History of Reference Service** **Readings/Discussion:**  
Green, S.S. (1993). Personal relationships between librarians and readers. *Library Journal*, [originally published, October 1, 1876], 84-85. **Reference book assessment assignment** **Student Questionnaire** Due: |  |
Dear Librarian: New York Public Library’s quirkiest inquiries


**Discussion question:** Over time, what do you think may have contributed to some of the changes that have occurred in reference services?

### 9/6 Ethical Aspects of Reference Service

**Readings/Discussion:**

Please pay particular attention to Code of Ethics of the American Library Association (below)

Code of Ethics of the American Library Association:
http://www.ala.org/advocacy/proethics/codeofethics/codeethics

http://www.copyright.com/content/cc3/en/toolbar/education/resources/copyright_basics1.html

With the *code of ethics* and *copyright issues* in mind, please review the following websites on public services policies. We will discuss them:

http://library.buffalo.edu/aboutus/policies-use/reference-policy.html
http://library.austintexas.gov/basic-page/reference-services-policy

**Discussion:**

**Guest at 4:20 pm – Maggie Lasher, Community Workshop Series, Coordinator**

### 9/13 Reference Interview

**Readings/Discussion:**


Overview of Reference Sources – part I

Dictionaries
Encyclopedias

Readings – This book is on reserve in the SILS Library.
Review these chapters:


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<tr>
<td>9/20</td>
<td>Evaluation of Reference Sources - RESPOND TO QUESTIONS on the Discussion forum</td>
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Readings/Discussion:


Objective: Student will understand and be able to describe criteria and practices used to create and assess reference collections in various formats.
## Questions: Please respond to Discussion forum

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### Overview of Reference Sources – part II

- Directories
- Biographical sources

In class exercise = small groups search online

### 9/27 Overview of Reference Sources – part III

- Geographical sources
- Ready references sources (year books, handbooks, and almanacs)

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#### Reference Interview Part II

Reading/Discussion–


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#### Searching Exercise 1 – OPAC; Library Literature and Information Science and Library and Information Science Abstracts (LISA). See Sakai for exercise

**NOTE: PLEASE BRING YOUR LAPTOP TO CLASS TODAY!!**

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### Library Consultation Services

Readings/Discussion


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**Assignment**: Consultation Search Exercise. **Due**: Friday, October 14, 2016 – please submit to Dropbox in Sakai *****

**Guest**: Kristan Shawgo, UNC Library. ‘Consultation services in the library’ - 3:30-4:45 pm.

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### 10/4 Virtual Reference Services
### Readings/Discussion:


“Guidelines for Implementing and Maintaining Virtual Reference Services” ALA, Reference and User Services Association, 2004

[http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/virtrefguidelines.cfm](http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/virtrefguidelines.cfm)

3:30-4:45 pm
Interactive “Chat” session

**Guest:** Chad Haefele, Emerging Technologies Librarian

Meet in Davis Library, room 247

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10/11 Readings/Discussion:

Review database searches from last time

**Instruction**


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3:30-4:45 pm  **Guest:** = Instructional Services Librarians ?????

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10/18 GIS -Geographical Information Systems Services session

**Readings/Discussion:**

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Introduction /overview and 1 resource assessment
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<th>Date</th>
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<th>Readings/Discussion</th>
<th>Additional Notes</th>
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<tr>
<td>Consultation Search Exercise. Due today</td>
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<td>Outreach programs in Libraries</td>
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### Readings/Discussion:


**3:30-4:45 pm Guest –**

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</table>
| 11/8  | Source Group presentations/handout  
Reference Services for Specific Populations |
| 11/8  | Readings/Discussion:  
Small Group discussion session |
| 11/15 | Reference work in Special Collections  
Readings/Discussion:  
| **Guest: Matt Turi- 3:30-4:45 pm** –Manuscripts Reference Librarian, Southern Historical Collections/Manuscripts Dept., Location, Room 504, just off the main lobby in Wilson Library. |
| 11/22 | Source Group presentations/handout  
Organizing and Delivering Reference and Information Services |
## Readings/Discussion:


## 11/29

### Cultural Awareness and Cultural Competence in the profession

**Readings/Discussion:**


### Small group discussion/exercise

Guests: Reference Panel 3:30-4:45 pm

**Reference Panel – A Great opportunity to meet professionals in our field!** Librarians representing academic, special, public, and school libraries will share experiences, provide advice, and take your questions

## 12/6

### Course Wrap-up

In class, brief presentation on your topic, audience, and 1-2 highlights, only. You will each have 5 minutes to present.

Final Project Presentations

## 12/9

**Final Projects Due Today**

Final 5 additional resource assessments included in the Final Project

By 5:00 pm

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**HAVE A GREAT HOLIDAY BREAK!!!!**