

INLS 754-1

Access, Outreach and Public Service

Fall 2022

11:15-12:30 pm

<https://unc.zoom.us/j/9462901942>

Instructor:

Dr. Denise Anthony

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Office Hours: by appointment <https://unc.zoom.us/j/3035026395>

Course Description

This course explores users of archives and other cultural heritage institutions, their needs and information seeking behaviors and how to provide them with access to and education about the materials and services offered.

Goals and Objectives

Upon completion of the course, students should be able to:

- Illustrate the experience from the user's perspective.
- Establish the relationship between information seeking behavior and access and
- Justify the purpose of outreach activities.
- Explain the components of effective access
- Identify the relationship between outreach and advocacy
- Summarize the components of effective reference (public) service.
- Compare onsite service with online service.
- Explain the necessity of user instruction.

This course is a combination of lecture, discussion and activity, but discussion is emphasized because it is a good method to explore access, outreach and public service. Communication is

key to access, outreach and public service and one benefit of discussion is that it will help you hone your communication skills.

Class Participation

As a member of this class, you should positively and actively participate in class discussions and class activities. To do this, you need to come to class but participation is not based on your attendance alone. Thoughtful, respectful contributions to the classroom discussion are expected. **NB Fall 2022 is a large class. I will be taking attendance, but am anticipating participation in class will be hard to judge. Your participation in the Forum, along with attendance, will determine that portion of your grade.**

While I understand that participating in any form of class discussion may come more easily to some, I expect all class members to make an effort. A discussion lacks if only a few voices participate and I want to hear everyone's voice.

Class participation is evaluated based on demonstration of the following:

- recognition of assumptions
- attentive and respectful listening
- making connections between material
- clear communication
- participation in collaborative learning
- synthesizing and integrating class material into class participation

Assignments ([Click here](#) for description of each assignment):

Assignment	Due Date	% of Final Grade
Attendance	On-going	10
Forum	On-going	40
Equitable Access Paper	November	50

Schedule of Topics and Readings: [click here](#)