INFO 4685.001
Information Resources and Services in Culturally Diverse Communities
Spring 2016

INSTRUCTOR

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(**Please use Blackboard email/messages for all course communication**)

Blackboard Accessibility Statement: http://www.blackboard.com/accessibility.aspx

COURSE DESCRIPTION

5685/4685. Information Resources and Services in Culturally Diverse Communities. 3 hours. Seminar in information resources and services for ethnic cultural minorities. Issues in the provision of information services to ethnic cultural minority communities. Study of the needs and cultural milieu of these communities. Materials and methods for serving these groups.

COURSE GOAL

This course is designed to meet the needs of working reference librarians in school, public and academic libraries as well as students interested in the information services and best bibliographic sources of information about ethnic minorities with whom one is likely to come in contact in the reference work; specifically Black or African American, American Indian or Alaska Native, Asian, Native Hawaiian or Other Pacific Islander, Hispanic American, and other populations. The course also reflects on the information services for immigrants and serving multilingual communities. The reference interview is emphasized.

TEXTS and COURSE MATERIALS

There are no required textbooks for this course. Course material is provided in the Course Content in Blackboard.

To access the UNT Libraries and their e-resources go to www.library.unt.edu and enter your EUID and password to access the resources. The UNT Libraries' Policy Manual is available here - http://policy.unt.edu/policy-alphabetical/a and includes chapters on Web accessibility and Electronic and Information resources accessibility Policy - http://policy.unt.edu/policy-by-number/5

Citation Style Manual:

American Psychological Association (2010). *Publication manual of the American Psychological Association* (6th ed.). Washington, DC: American Psychological Association.

COURSE ASSIGNMENTS

The detailed description and guidelines about the course assignment in the **Assignment Instructions** file in the course content in Blackboard. INFO 4685 and INFO 5685 are taught together. **Please pay attention that course assignment requirements for INFO 4685 and INFO 5685 might vary**. **Please see the Assignment Instructions in the course in Blackboard to see the expectations for both graduates and undergraduates.**

See the **Course Calendar** for assignments' due dates.

COURSE LEARNING OUTCOMES

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

1. Discuss in a critical manner information resources and services for minorities, including the effect of major phenomena present in American society.
2. Describe information resources and services for ethnic minorities from both historical and contemporary perspectives.
3. Describe the different types of information resources and services for cultural and ethnic minorities in terms of the best bibliographical sources of information about ethnic minorities.
4. Describe the library services for ethnic cultural minorities' information resources from both historical and contemporary perspectives.
5. Describe and evaluate the different types of ethnic cultural minorities' information resources and services in terms of the best bibliographical sources of information.
6. Learn main components of a successful reference interviews with ethnic cultural minority users.
7. Communicate successfully in general with ethnic cultural minority users.
8. Perform search for resources for application in information services to diverse cultural and ethnic groups of users
9. Organize materials on the topics of the course and create presentations on the topics of the course using MS PowerPoint

METHODOLOGY

Selected periodicals published by and about these special groups will be covered as well as the best general and specific reference sources with which one needs to be familiar to serve them.

Services to these groups will also be considered, as they may need special consideration and understanding. Articles and other materials from the readings are used as demonstrations of consideration and understanding of these groups.

The course will use Blackboard Learn as an organizational structure, as a mechanism in which to post assignments, and as a place for class discussions. Students MUST have access to the Web and a browser (Explorer, Chrome, Firefox, Safari, etc.).

STUDENT INFORMATION NOTIFICATION

Blackboard Learn enables faculty to track whether and when students visit various areas of the course site, times of first and last logins, and number of postings. This information may be used, in part, to determine the grade for the course.

COURSE COMMUNICATION

Please access the course in Blackboard Learn using the www.learn.unt.edu URL. All the course communication is conducted in the course in Blackboard, using the course email, "Questions and Answers" discussion forum, and other course communication tools. The course instructor will make every attempt to respond to your emails/questions within 48 hours (2 business days). If you have not received a response after that time, please email the instructor again, as the instructor may not have received your email.

This course is taught completely online. Students are encouraged to follow netiquette or appropriate online behavior. Please review the netiquette guidelines available from the following website: http://www.centenarycollege.edu/cms/en/academic-services/blackboard-guidelines/online-etiquette/

GRADING

Grades are determined on a 100-point scale with 10 points per grade (90-100 = A, 80-89 = B, etc.). You will generally receive feedback on assignments within a week of the due date. However, if that time frame is to be altered, you will be informed of the change as soon as possible.

The grade distribution determines how much each assignment grade counts toward the final grade for the course, as follows:

Assignment	%%
Class Participation	5%
Reference Questions for 5 cultural areas	25%
Topic Reading Reflections for 3 course topics	15%
Discussion Questions for 2 course topics	10%
Presentation	10%
Comments on Classmates' Presentations	5%

Midterm Assignment	5%
Final Project	15%
PPT Presentation	10%
Total	**100%**

Please see the Assignment Instructions section in the course in Blackboard for a detailed description and instructions for each of the course assignments.

Grading Scale	
90-100	A
80-89	B
70-79	C
60-69	D
Below 60	F

Grade options

Extra credit: Assignments for extra credit will not be made under any circumstances. If you are having trouble with regular assignments, consult the instructor as soon as possible.

Incomplete: See *UNT Graduate Catalog* for policies and UNT semester schedule for deadlines. A grade of incomplete (I) will be given only for a justifiable reason and only if you are passing the course. It is your responsibility to contact the instructor to request an incomplete and discuss requirements for completing the course. If you do not remove the incomplete within one calendar year, you will receive a grade of F.

Withdrawal: See *UNT Graduate Catalog* for policies and UNT semester schedule for deadlines. A grade of withdraw (W) or withdraw-failing (WF) will be given depending on your participation and grades to date.
If you simply disappear and do not file a formal UNT withdrawal form, you may receive a grade of F.

All assignments must be submitted by 11:59 PM CST on the due date indicated in the Course Calendar.

1. It is expected that all assignments will be submitted when due. Any missing assignments will automatically result in an automatic grade letter deduction, up to and including a failing grade.
2. Use APA 6th edition citation formatting only.

3. Punctuation, spelling, and grammar are just as important as content.
4. Adhere to the word count limits to earn the maximum points for your assignment.

Late Work
If you have an emergency please contact the course instructor to obtain permission for a deadline extension. Otherwise late submissions will not be accepted. Consideration will be given on a case by case basis.

During the first week of the semester, be sure to read the course syllabus and send to the course instructor an **email acknowledgement** about submitting of the course assignments (use the course email in Blackboard) that must include the following statement:

*"I have read the course syllabus and understand that I am expected to submit all assignments on the prescribed due dates/times. **I am aware that each missing assignment will result in an automatic deduction of one grade level from the computed grade up to a failing grade."***

See the Course Calendar for the due date of the above email.

TECHNOLOGY REQUIREMENTS

Students are required to demonstrate general computer proficiency.
This proficiency will include knowledge of computing terminology and concepts, as well as minimal competency in the use of specific types of applications software MSOffice (Microsoft accessibility statement - https://www.microsoft.com/enable/microsoft/mission.aspx) and experience with the Blackboard Learn environment (http://www.unt.edu/helpdesk/bblearn/).

Course Prerequisites
There are no course prerequisites.

Academic Honesty Policy
Please refer to the UNT Faculty Handbook or your department regarding the Academic Policy. A sample statement may include the following:
"You are encouraged to become familiar with the University's Policy of Academic dishonesty found in the Student Handbook. The content of the Handbook applies to this course. If you are in doubt regarding the requirements, please consult with me before you complete any requirements of the course."

ADA Policy
The University of North Texas is on record as being committed to both the spirit and letter of federal equal opportunity legislation; reference Public Law 92-112 – The Rehabilitation Act of 1973 as amended. With the passage of new federal legislation entitled Americans with Disabilities Act (ADA), pursuant to section 504 of the Rehabilitation Act, there is renewed focus on providing this population with the same opportunities enjoyed by all citizens.

As a faculty member, I am required by law to provide "reasonable accommodations" to students with

disabilities, so as not to discriminate on the basis of that disability. Student responsibility primarily rests with informing faculty of their need for accommodation and in providing authorized documentation through designated administrative channels. Also, you may visit the Office of Disability Accommodation in the University Union (room 321) or call us at (940) 565-4323.

Add/Drop Policy
Please refer to the UNT Faculty Handbook or your department regarding the Add/Drop Policy.

Code of Conduct
Please refer to the UNT Faculty Handbook or your department regarding the Student Code of Conduct Policy.

Important Notice for F-1 Students taking Distance Education Courses:

Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at http://ecfr.gpoaccess.gov. The specific portion concerning distance education courses is located at "Title 8 CFR 214.2 Paragraph (f)(6)(i)(G)" and can be found buried within this document: http://frwebgate.access.gpo.gov/cgi-bin/get-cfr.cgi?TITLE=8&PART=214&SECTION=2&TYPE=TEXT

The paragraph reads:

(G) For F–1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F–1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

University of North Texas Compliance

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student's responsibility to do the following:

(1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.

(2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

Student Technical Support

The University of North Texas provides student technical support in the use of Blackboard and supported resources. The student help desk may be reached at:
Email: helpdesk@unt.edu
Phone: 940.565.2324
In Person: ISB Rm. 119

Regular hours are maintained to provide support to students. Please refer to the website (http://www.unt.edu/helpdesk/hours.htm) for updated hours.

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