Welcome to INFO 525

Hello and welcome to INFO 525, Applications of IT in Library & Information Services, which will be co-ordinated by Alastair Smith. The course is designed as a general overview of the basics of information technology, and its applications to library and information environments.

Alastair Smith

Alastair has spent most of his library career and the interface of technology and libraries. As a science and technology librarian, he was one of the first NZ librarians to search databases on the Dialog system, and developed and online database for the construction industry while working at BRANZ. At the National Library he was involved in the development of the Kiwinet online information service, and pioneered the introduction of PCs into the library. He is now interested in how digital technologies influence our use of information.

Alastair will be joined in teaching this paper by Philip Calvert, who has variously been a computer programmer, a sales and marketing manager with a library systems company, and a librarian using computers to improve customer service.

Philip Calvert

In INFO 525, we shall look at the ways in which information technology is currently applied in LIM (library and information management) contexts. This will include an exploration of hardware and software, communications and networks, the management of computer systems, ergonomics, digital libraries, and the preservation of electronic information.

We recognise that you are a diverse group with a wide range of previous experience with information technology, and that some of you may already have considerable experience in this area. Others may regard themselves as novices. Our goal is to make this course interesting and rewarding for both groups; those of you with experience using a range of computer technologies are encouraged to share your knowledge with the rest of the group.

We can't realistically expect to cover all aspects of the applications of information technology to LIM in a single course, and you will find that other courses also cover aspects of IT and its use in LIM work, sometimes going beyond the basic introduction provided here.

We want — and expect — you to raise issues relating to the course with us by email, fax, phone calls, letter, etc. You should also feel free to discuss the course work with both ourselves and your fellow students on the Blackboard discussion forum associated with the course.

If you would like to discuss any aspect relating to this course, please contact us as follows:

Email: `alastair.smith@vuw.ac.nz`

Telephone: (04) 463 5785 (for calls within the Wellington free calling area).

Room: EA 227 (second floor of the Easterfield Building)

Email: `philip.calvert@vuw.ac.nz`

Telephone: (04) 463 6629 (for calls within the Wellington free calling area).

Room: EA 219 (second floor of the Easterfield Building)

Freephone: 0800 11 62 99 (for open learning students or internal students calling from outside Wellington).

Fax: (04) 463 5446

If we are unavailable when you phone, please leave a message with the Administration Office on (04) 463 5309 or 0800 11 62 99. If you wish to send something by **post**, the address is:

Alastair Smith or **Philip Calvert**
School of Information Management
Victoria University of Wellington
PO Box 600, Wellington

Assignments should *not* be sent to the above address; see the details under 'Assessment' below. Non-assignment material being delivered by courier or in person should go to the SIM Administration Office, EA 121, Easterfield Building, Kelburn Campus, Victoria University of Wellington.

Structure of the coursebook

This coursebook, which should be read in conjunction with the LIM Programmes *Administration Handbook*, is divided into two sections: this course information section (in which the contents of the INFO 525 course are discussed along with course-specific administrative information and Internet/audioconference or internal session details); and a section containing twelve study modules (which will be followed by any readings associated with those modules). This print coursebook is augmented with a website:

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http://blackboard.vuw.ac.nz
```

See 'Online information' for more on this.

The coursebooks used in the LIM programmes have been developed over a period of time. As a result, each coursebook is likely to include new material contributed by the coordinator and staff involved in the current offering of the course, as well as material contributed by staff involved in earlier offerings. Every effort has been made by our academic and editorial staff to ensure that all material is correctly attributed and complies with the University's copyright license obligations.

If quoting or referring to material written for this coursebook, you should treat it as being contributed anonymously rather than being attributable to the person delivering the particular module in which it appears, unless the authorship is clearly indicated.

Each module ends with a section entitled 'Preparation for the weekly session'. You should make sure that you prepare the work listed in this section before the weekly session for that module. Reading 'Preparation for the weekly session' *before* starting work on the module will help you to use your study time effectively. Some modules will also include practical exercises for you to do, and some of these will involve looking at reference sources, searching databases or looking at web sites on the Internet.

In this coursebook, you will encounter two types of boxes, which separate work to be done from the body of the text. Boxes in this format:

> **Now read** Diane J. Hoffman, "Think Links: Full-Text Linking Projects," *Online* 25, no. 1 (January/February 2001): 40–42, 44, 46. (Reading 2)

detail reading which you should do before continuing with the module text. These readings are either included in the coursebook following the modules to which they apply (as in this example), are from the course text, or are available on the Internet. Boxes in this format:

> **?** Hoffman describes the ways in which different STM database vendors and publishers are approaching linking to fulltext from bibliographic databases. How is linking to a fulltext article different from using a document delivery service?

contain self-review questions. You should consider these, and jot down your answers or conclusions, before continuing with the module text. These self-review questions will usually be discussed during the weekly session for the module. Some modules will also include hands-on exercises for you to try on your computer. Modules based on the prescribed text (by Ferguson and Hebels) will generally be short, as the text covers the required topics to a reasonable level of detail.

Course description

INFO 525 is concerned with the history, terminology, hardware, and software of current information technology, and its practical applications for library and information services.

Time commitment

To achieve satisfactory grades, you should expect to spend around twelve hours per week on INFO 525 (including time spent in the weekly session). If you have previous experience of information technology, you may need significantly less time than this for some of the modules. Up to two hours per week will be spent in the weekly session. The balance of your time should be spent reading the material in the coursebook and the course text and on the Internet, and doing your preparation work for the weekly session and assignments.

Learning objectives

By the end of the INFO 525 course, students should be able to:

1.   Identify the main components of a computer system, and describe their functions.

2.   Explain how data are represented in a computer system.

3.   Discuss common methods of computer networking.

4.   Demonstrate basic competency in a range of computer-based applications commonly used in LIM work, including using operating system features, electronic mail, spreadsheets, selected online catalogues and databases, and presentation packages.

5.   Prepare a simple World Wide Web page using basic HTML commands.

6.   Discuss the characteristics, use, limitations, and management implications of the major applications of information technology to LIM work.

7.   Discuss key issues in systems maintenance for information management, including system security.

8.   Recognise trends in the ITC industry that will make a significant impact on LIM work, and be able to elucidate relevant opinions to colleagues.

Special requirements

As part of this course, you will need to use resources on the Internet, as well as selected databases and online services. Access to these services is possible from the School's computer laboratories and from Victoria University Library. Open learning students will require access to the Internet to access these databases, and will also need to authenticate some databases using their Student username and password. For more on this, see LIM Programmes Information on Blackboard.

The first assignment consists of a number of practical exercises, which require access to a personal computer with Internet access and standard email and web browser software. You will also require access to:

- a spreadsheet application that will produce files compatible with Microsoft Excel; and
- (preferably) presentation software such as PowerPoint.

General University requirements

Students should familiarise themselves with the University's requirements, particularly those regarding assessment and course of study requirements, and formal academic grievance procedures, contained in the statutes in the VUW website.

University policies and statutes

The Statute on Student Conduct and the Policy on Staff Conduct ensure that members of the University community are able to work, learn, study and participate in the academic and social aspects of the university's life in an atmosphere of safety and respect. The Statute on Student Conduct contains information on what conduct is prohibited and what steps can be taken if there is a complaint. Further information is available in the Faculty Student Administration Office, or at

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http://aida.its.vuw.ac.nz/policy/policy/general_
statute_-_statute_on_student_conduct.htm
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The Policy on Staff Conduct is available at

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http://aida.its.vuw.ac.nz/policy/policy/policy_-
_policy_on_staff_conduct.htm
```

Academic grievances

If you have any academic problems with your paper you should talk to the tutor or lecturer concerned or, it you are not satisfied with the result of that meeting, see the LIM Programme Director (Tony Hooper, `tony.hooper@vuw.ac.nz`) or the Head of School (Sid Huff, `sid.huff@vuw.ac.nz`). If, after trying the above channels, you are still unsatisfied, formal grievance procedures can be invoked. These are set out in the Academic Grievance Statute, available at

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http://aida.its.vuw.ac.nz/policy/policy/general_
statute_-_statute_on_academic_grievances.htm
```

Students with special requirements

The University has a policy that aims to give students with disabilities an equal opportunity with all other students to demonstrate their abilities. If you have a disability, impairment or chronic medical condition (temporary, permanent or recurring) that may impact on your ability to participate, learn and/or achieve in lectures and tutorials or in meeting the course requirements, then please contact the

Course Coordinator as early in the course as possible. Alternatively you may wish to approach a Student Adviser from Disability Support Services to confidentially discuss your individual needs and the options and support that are available. Disability Support Services are located on Level 1, Robert Stout Building, or phoning 463-6070, email, `disability@vuw.ac.nz`.

Plagiarism

Victoria University defines plagiarism as the copying of ideas, organisation, wording or anything else from another source without appropriate reference or acknowledgement so that it appears to be one's own work; you *must* acknowledge all sources you use. This includes published and unpublished work, the Internet, and the work of other students and staff. While you are encouraged to work together while preparing for the weekly sessions, assessed work must be completed individually, and collaboration confined to discussion of general points. I expect you to present information in your own words, based on your understanding of the background material you read. ***Any assignment which is plagiarised will receive an automatic fail grade***.

Plagiarism is also an example of misconduct in the Statute of Student Conduct; see
        `www.vuw.ac.nz/policy/StudentConduct`

Student support

Staff at Victoria want students' learning experiences at the University to be positive. If your academic progress is causing you concern, the following staff members will either help you directly or quickly put you in contact with someone who can.

Staff	Faculty	Room number
Sue Dover	Student Support Coordinator,	2 Wai-te-ata Road
Kirstin Harvey	Law	Old Gvt Bldg, Rm 103
Liz Richardson	Science, Architecture & Design	Cotton Building, Rm 150

The Student Services Group is also available to provide a variety of support and services. Find out more at
`www.vuw.ac.nz/st_services/`
or email
`student-services@vuw.ac.nz`

VUWSA employs two Education Coordinators who deal with academic problems and provide support, advice, and advocacy services, as well as organising class representatives and faculty delegates. The Education Office is located on the ground floor, Student Union Building, phone 463 6983 or 463 6984, email `education@vuwsa.org.nz`.

Course schedule

INFO 525 will be held in the first trimester (February–June) of the 2005 academic year. There will be no sessions for two weeks during the mid-trimester break (28 March–10 April 2005).

- **Internal students**

    There will be a seminar on Tuesdays (from 1.10–3.00 p.m.) in the Hugh MacKenzie Building, Room HM 001.

- **Open learning students (outside Auckland)**

    The weekly Internet conference sessions will be held on Tuesdays from 6.45-8.15 p.m.

- **Open learning students (within Auckland)**

    Sessions for Auckland students will be delivered by a mixture of audioconferencing and face-to-face teaching. Auckland students should refer to the separate 'Auckland mode' timetable for details.

Seminar and Internet/audioconference participation

Please prepare your work before the session for which it is required. Advance preparation is required to assist critical thinking, analytical skills, and deep understanding of the material. Participation demonstrates thoughtful and thought-provoking interaction with colleagues, and shows respect for and engagement with both the material and the learning environment. As the sessions are meant to be interactive, you should be prepared to answer questions, contribute comments, and ask for clarification of issues pertaining to the material under discussion. In some sessions you may be asked to talk about a specific topic, or to share your experience in exploring the resources we are discussing with the rest of your seminar group. You should always be prepared for this.

Schedule

Week	Dates	Topic	Lecturer	Text chapters
1	28 Feb-4 March	The Internet and libraries	Alastair	1
2	7-11 March	Reference resources	Alastair	2
3	14-18 March	Skills session	Alastair	—
4	21-25 March	Catalogues / shared cataloguing, and library management systems	Alastair	3, 4
5	11-15 April	Generic data management software	Alastair	5
6	18-22 April	Computer systems and technology	Philip	6
7	25-29 April	Communications and networking	Philip	7
8	2-6 May	Data encoding and file types	Philip	—
9	9-13 May	Systems development	Philip	8
10	16-20 May	Managing computer systems	Philip	—
11	23-27 May	Ergonomics and adaptive technology	Philip	—
12	30 May-3 June	Digital libraries and preservation of electronic information	Alastair	—

Assessment

None of the LIM courses has a formal final examination. This course will be internally assessed, and there will therefore be eight exercises and one assignment due during the trimester. All exercises will be submitted electronically via Blackboard. The report for Assignment 2 will be submitted on paper.

Exercises/Assignments	Date due	Value	Length
1. Exercises: 1–8	By midnight on the Monday following the class where content covered	40%	n/a
2. Report	30 May 2005	60%	1500–1800 words max., plus slides

Late assignments

Assignments submitted or postmarked after they are due will have a 10% penalty imposed unless an extension has been granted by the course coordinator. Assignments submitted or postmarked more than one week after they are due will not be accepted unless there are exceptional circumstances and the late submission has the prior approval of the course coordinator.

Word count

The length given for the report is intended to give you an indication of the required word count. Assignments that are significantly under the suggested length may lack important information, and assignments that are significantly over may include too much detail, or be repetitive. If you are concerned about the word count of your background paper, please discuss it with us before submitting your assignment.

Presentation

Details of the LIM Group's assignment policy, including presentation, will be found in the *Administration Handbook*.

Plagiarism

You should read and take heed of the statement on collaboration and plagiarism above and also in the *Administration Handbook*. Note especially that direct quotes from websites must be acknowledged as such.

Terms

Terms are the minimum course requirements that must be satisfied in order to earn the right to be assessed for a final grade. Students in INFO 525 are expected to attend all scheduled sessions. Terms will be granted to students who have:

- attended a minimum of 75% of the scheduled Internet/audioconference or seminar sessions;[1]

- submitted the assignments and exercises required for assessment within the time allowable.

Submission

Remember to keep a copy of each assignment you send us, just in case the original goes astray. Assignments should be submitted as follows:

Open learning students:
- **Post:** To LIM O.L.—INFO 525, School of Information Management, Victoria University of Wellington, PO Box 600, Wellington.
- **Courier:** To LIM O.L.—INFO 525, SIM Administration Office, Room 121, Level 1, Easterfield Building, Kelburn Parade, Wellington.

Internal students:
- **Post:** To LIM INTERNAL—INFO 525, School of Information Management, Victoria University of Wellington, PO Box 600, Wellington.
- **Deliver:** To the LIM Assignment Box, labelled on Level 1 of the Easterfield Building. This box is cleared at 5.00 p.m. on the due date. Any late assignments should be delivered to the following address:
- **Courier or late delivery:** To LIM INTERNAL—INFO 525, SIM Administration Office, Room 121, Level 1, Easterfield Building, Kelburn Parade, Wellington.

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[1] To be considered in attendance at an Internet conference session, an open learning student must be able to contribute orally to the session using the Internet conferencing software; that is, the student must have a working microphone attached to his or her computer making it possible to respond to questions, and to contribute ideas orally.

Assignment 1: Weekly exercises

Date: On the Monday following the class in which content is covered
               (**Note**: since Auckland mode students will have the class for
               modules 1 & 2 on 12 March, exercises 1 & 2 will be due for these
               students on Friday 18 March.)
Length: n/a
Value: 40% of the total mark for INFO 525

This assignment relates to Learning Objectives 4 and 5.

The task

Modules 1 through 8 include practical exercises each week, which you must
complete. The exercises (totalling 40% of your overall mark) are:

1.   locating information using the Internet (10%);

2.   searching selected online databases (10%);

3.   preparing a simple Web page using basic HTML commands (20%);

4.   searching selected online library catalogues (10%);

5.   searching Te Puna (10%);

6.   a spreadsheet exercise (20%);

7.   uploading an HTML document to a web server using FTP (10%); and

8.   converting several files between standard formats, and compressing them to
            create a zip archive (10%).

What to submit

The requirements vary from exercise to exercise, and are explained in the Blackboard
section for the relevant module. You should submit all the exercises via Blackboard.

Criteria for assessment

The exercises will be assessed on a Complete/Almost Complete/Partial/Incomplete
basis. Exercises will be assessed as "Complete" if all parts of the exercise are
answered correctly, and if you have followed any special instructions given for the
exercise.

Feedback on the assignments will be provided electronically to your StudentVUW
email address.

Assignment 2: Report

Date: 5.00 p.m., 30 May 2005
Length: 1500–1800 words max., plus presentation slides
Value: 60% of the total mark for INFO 525

This assignment relates to Learning Objectives 1–3 and 6–8.

The task

You have been asked by your manager to prepare a brief report on the implications for your library/information service of a new technology.

You should choose *one* of the following topics for this assignment:

i)   RFID.
ii)   Metasearching and SFX.
iii)   Open source software.
iv)   WiFi.
v)   Speech recognition.
vi)   Handhelds/PDAs.

The organisation can be:

1.   A tertiary institution that has just attained university status, and is planning a new learning resource centre.

2.   A corporate information centre for an organisation with many divisional outposts, and users who need to access information remotely.

3.   An archives/records centre that has an increasing need to preserve digital records.

Your background paper should be based on Web or print sources that are valid and up-to-date. Any direct quotes from these sources should be brief and clearly identified. The paper should include information about the technical aspects of your topic, and should also discuss specific impacts on the organisation.

It should be written in non-technical language, so that your manager can understand it, but it should be detailed enough that an IT manager will also find it useful.

Make recommendations for uses of the technology that will improve the customer service provided by your organisation. You might find it useful to comment on the maturity of the technology and its adoption rate, using concepts from Module 1.

You should also include slides for a presentation to your co-workers based on your background paper; you should have no more than 10-12 slides for a 10-minute presentation.

What to submit

You should send a paper copy of your report, but your presentation slides should be submitted using the digital drop box in Blackboard. **Please note the section on plagiarism in your coursebook**.

Criteria for assessment

Background paper (80%)

Marks will be awarded for:

- comprehension of the concepts and issues involved;
- use of appropriate background material (at least 5, and not more than 20, relevant and timely items);
- the logic of the recommendations in the context of the total report.
- use of an effective report writing style, including structure and layout;
- presentation, including spelling and grammar, and citation style.

Presentation slides (20%)

Marks will be awarded for:

- overall structure;
- clarity of content;
- appropriateness for intended audience;
- correct spelling.

Prescribed text and recommended reading

Ferguson, Stuart, with Rodney Hebels. *Computers for Librarians: An Introduction to the Electronic Library*. 3rd ed. Topics in Australasian Library and Information Studies, no. 22. Wagga Wagga, N.S.W.: Centre for Information Studies, 2003. The price (including student discount) is approximately $126.95.

The Book Centre also has a limited number of the second edition (1998) of this text available for $94.95. Students are welcome to purchase this, so long as they ensure they can access the third edition (2003) for additional content when required.

Students can also order the third edition directly from The Australia Online Bookshop at `http://www.bookworm.com/au/bookworm` and get a 15% discount on the quoted purchase price. Please note that you will need to charge the purchase to a credit card, and you should allow 2-3 weeks for delivery.

Ordering the text

The prescribed text is available from Vic Books, PO Box 12-337 (or c/- Students' Union Building), Wellington, ph. (04) 463 5515 or freephone 0800 370 370, fax (04) 471 2124, email `vuwtexts@vicbooks.co.nz`. You can use any of these methods to place an order. Please give the details of the book(s) you want, your delivery address, and your daytime phone number. If you have a credit card, you can also give your credit card number and expiry date, and the book will be sent to you directly. Otherwise, once your order is placed, you will be asked to send a cheque for the book(s) and postage. There is an $8.00 handling and delivery charge. It is also possible to order texts through the Vic Books' online book ordering service at

`http://www.vicbooks.co.nz/vuwtexts/index.html`

Recommended reading

Burke, John J. *Neal-Schuman Library Technology Companion: A Basic Guide for Library Staff*. New York: Neal Schuman, 2001

Griffiths, Peter. *Managing Your Internet and Intranet Services: The Information Professional's Guide to Strategy*. London: Facet, 2004

Kochtanek, Thomas R., and Joseph R. Matthews. Library Information Systems: from Library Automation to Distributed Information Access Solutions. Westport, Conn.: Libraries Unlimited, 2002

Lancaster, F. Wilfrid, and Amy J. Warner. *Intelligent Technologies in Library and Information Service Applications*. Medford, N.J.: Published for the American Society for Information Science and Technology by Information Today, 2001

Paling, Stephen. *A Hardware and Software Primer for Librarians: What your Vendor Forgot to Tell You*. Lanham, Md: Scarecrow Press, 1999

Saffady, William. *Introduction to Automation for Librarians*. Chicago: American Library Association, 1999

Online information

In addition to the coursebook, you will be required to use the online resources for this course which are available in the School's Blackboard online learning environment:

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http://blackboard.vuw.ac.nz/
```

The Blackboard environment will contain a web-based forum for discussion of issues related to the course, links to sites of interest, additional readings and information, updates, etc. You should read the appropriate module web pages in conjunction with this coursebook.

Details on how to access Blackboard are in the *Administration Handbook*, but if you have any difficulties logging on please contact the Help Desk, at:

```
scs-help@vuw.ac.nz
```

All LIM students will be automatically enrolled in LIM Programmes Information on Blackboard. General announcements and information will be posted here, and students should check this site regularly.

Internet conferencing

Distance sessions are now being conducted via the Internet using the Chatterbox application; in order to participate students will need an Internet-connected PC running Win98 or better, microphone, and headphones/speakers.

To connect, go to the Internet conferencing page (and read the "Getting Started" information) at

```
http://www.sim.vuw.ac.nz/conferencing/
```
Some days before your first session, and at least 15 minutes before each subsequent session, you should test your system by going to the Echo Room. Regular classes will be held in the LIS Room; additional Discussion Rooms are available for breakout groups, and as a "waiting room" if a class is proceeding in the main LIS room. Study groups can use the discussion rooms out of regular class times.

For further information, follow the help links on the Internet Conferencing page; details, including screen name conventions, are also available on Blackboard under LIM Programmes Information.

LIM Students email list

Mass communication between the school and students is via the email list. It is your responsibility to ensure you are on the email list; subscription is essential.

To subscribe: send an email to

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lim_students-subscribe@vuw.ac.nz
```

To unsubscribe: send an email to

```
lim_students-off@vuw.ac.nz
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No text in the body or subject line is required. You will be sent a confirmation email, and must confirm the operation by clicking reply and send. You will then receive a welcome or goodbye email.