



School of Information Management

MMIM 530
KNOWLEDGE ORGANISATION AND DISCOVERY

Second Trimester 2005

COURSE OUTLINE

Contact Details

Course coordinator:

Dr. Dan Dorner

Room: Easterfield Building, EA 213

Phone: 04-463-5781

Email: dan.dorner@vuw.ac.nz

Office Hours: Monday: 9:00 am – 4:00 pm

Wednesday: 1:00 pm – 4:00 pm

Thursday: 9:00 am – 4:00 pm

Other lecturers:

Alastair Smith (for Week 1)

Room: Easterfield Building, EA 227

Phone: 04-463-5785

Email: alastair.smith@vuw.ac.nz

Class Times and Room Numbers

Wednesdays: 7:40 pm – 9:30 pm

Railway Station: Room 315

Course Objectives

The objectives of MMIM530 are:

1. to examine current and developing systems and techniques for the organization and retrieval of knowledge in a variety of contexts;
2. to understand the users and uses of knowledge, and how they impact on the design of knowledge retrieval techniques and systems;
3. to understand the principles and practice involved in selecting and evaluating knowledge retrieval systems.

Learning Outcomes

Students who complete this course will be able to:

1. Explain the need for different types of knowledge organisation and discovery systems in different contexts, with specific reference to the users' requirements for recorded knowledge, the nature of that knowledge, and the various kinds of knowledge/information environments.
2. Articulate the theory and functions of metadata to aid in the discovery and management of recorded knowledge in different contexts.
3. Discuss the theory and functions of subject retrieval metadata, including controlled vocabulary systems such as classification schemes, subject headings lists and thesauri.
4. Explain the characteristics of textual information and incorporate them into the design of a text-based retrieval system.
5. Determine the needs of users and incorporate them into the design of a text-based retrieval system.
6. Evaluate the effectiveness of knowledge organisation and retrieval systems.

Course Schedule

Week	Date	Topic	Textbook Chapter(s)	Guest Presentations
1	6 July	Introduction – organising recorded knowledge for discovery in different environments: libraries, archives, museums	1	
2	13 July	Tools for retrieving and discovering knowledge: Systems and system design	2 & 5 (3 is optional)	Parliamentary Library: InFocus
3	20 July	Metadata and its applications in different environments: users, uses and contexts	6	Robyn White: Te Kete Ipurangi
4	27 July	Subject analysis and controlled vocabularies	9, 10	
5	3 August	Schemes for classifying knowledge collections	11	
6	10 August	Encoding standards; MARC, XML, etc.	4	
	17 August	Mid-term break – no class		
	24 August	Mid-term break – no class		
7	31 August	Design of text-based knowledge retrieval systems; data dictionaries; arrangement and display of information	12	
8	7 Sept	Metadata: for description and for access; authority control for access points	7, 8	Chris Todd: National Library of NZ
9	14 Sept	The World Wide Web, intranets, portals, search engines		New Zealand E-text Centre
10	21 Sept	Retrieval systems for digital resources including music and image retrieval		
11	28 Sept	Evaluating knowledge retrieval systems		
12	5 October	Other forms of knowledge organisation and retrieval (e.g. mind mapping, artificial intelligence, data mining)		

Course Readings

Course textbook:

Arlene Taylor. *The Organization of Information*. 2nd ed. Westport, CT: Libraries Unlimited, 2004. Available at the VUW Bookstore for \$136.95.

Other readings will be provided for each week in paper format or made available electronically through Blackboard. It will always be necessary to check the MMIM530 Blackboard site for online course materials.

Assessment Requirements

There are two assignments in this course, each valued at 50% of the total mark for MMIM530.

Information about penalties that may be imposed (e.g. for late submission) is provided after the assignment details.

Assignment 1: Report

Due date: 10 August 2005 (can be submitted at class or via the Digital Drop Box)
Length: 2000 words maximum
Value: 50% of the total mark for MMIM530

This assignment relates to Course Objective 1, and Learning Outcomes 1, 2, 3, and 6. Choose **one** of the options provided below, and write a report of no more than 2000 words. A literature review with article abstracts should be included to support your decisions and recommendations. Use the 'Criteria for assessment' below as a guide to help you prepare your report.

Option 1

You are the Coordinator of Database Operations in the information centre of an international organisation. The centre's main responsibility is to provide researchers and policy analysts with information to support the organisation's research agenda.

To support the researchers, the information centre currently operates an information retrieval system which consists of 10,000 surrogate records for the company's own research reports, and for journal articles and book chapters in the research areas of the staff. All surrogate records include descriptors assigned by library staff from an internationally recognised thesaurus. About 1000 new records are added each year.

One of the staff members has come up with the idea that a full-text database should be created *that relies fully on keyword searching*, and all of the resources should be scanned and loaded onto it. This would eliminate human indexing and speed up the entry of material into the retrieval system. However, an initial investigation has found that copyright restrictions make it impossible to load anything but the company's internally generated reports into such a database.

The manager of your information centre has asked you to investigate the indexing options available to the library, and to write a report of not more than 2000 words to the information centre manager reviewing the options, making a recommendation for an indexing strategy, and explaining your reasons for it. Make sure you discuss the issues that arise with regard to the effectiveness of keywords versus controlled vocabulary in information retrieval systems.

Option 2

You are a consultant who has been hired by the manager of a research institute library. The institute has a strong environmental focus, and is very dependent on information obtained from other research institutes, such as NIWA.

The library currently contains 6000 items, mostly environmental reports and policy-related documents, and it is adding about 1000 new items each year. The library's mission is to ensure that the department's staff members obtain the information they need as rapidly, and as easily, as possible. Increasingly, the information received from the other scientific agencies is in digital form.

A senior scientist has commented to the library manager that the library should stop spending time classifying material, because old style classification schemes have become irrelevant in this age of digital information, Web crawlers, and virtual libraries. The department's library currently uses the Dewey Decimal Classification scheme to 'mark and park' all of its new books, reports, and offprints. Although the library has started to catalogue selected digital documents that are on the Internet, it does not currently classify this material.

The library manager has hired you to review the possible options with regard to classifying text. Write a report of not more than 2000 words to the library manager reviewing the options, making a recommendation, and explaining your reasons for it. Make sure you investigate how classification can be used in relation to digital information.

Criteria for assessment

Marks will be awarded for:

- your understanding of the issues involved;
- the clarity of your argument;
- the relevance of the examples you use to support your argument;
- the relevance of the articles you include in your literature review;
- the written quality of your abstract and consistency of abstract content for each article;
- presentation, including conciseness, logical structure, and correct spelling and grammar.

Assignment 2: Creation of a database

Due date: 5 October 2005 (can be handed at the last class or via the Digital Drop Box)
Length: 10-record database, plus report of 1200 words (approximately)
Value: 50% of the total mark for MMIM530

This assignment relates to Course Objectives 1-3, and Learning Outcomes 3, 4 and 5.

You have been asked to design a prototype database that will address an information retrieval problem in a library or information service. You will need to create a demonstration database

using DB/TextWorks, and write a report. You should discuss your choice of project with Course Coordinator before starting. Examples of projects include:

- a database to record reference enquiries at an information desk;
- a register of experts containing information about individuals with specialised skills and knowledge.

You must submit:

1. A database, with a representative sample of 10 records. The database will be copied to a hard disk, so should not contain any references to specific folders or drives on your machine.

You may submit your database:

- **As a disk:** Please tape a small envelope to the back of the first page of your report, and place your disk inside it. Write your student ID number on the disk label. Since we will be scanning all disks for viruses, please make sure that the disk contains only your database, and not any other files. This is because the time taken to scan each disk depends on the number of files the disk contains.
- **Via the Blackboard digital dropbox:** submit all the files comprising your database, and your report, as a single zip file.

DO NOT use the Password features available in DB/TextWorks. If you establish password protection and fail to provide the password, it becomes impossible to open the database for marking purposes. If the marker has to contact you to find out a password, a 5% penalty will be imposed. (If you think password protection would be a useful feature, say so in the report, but do not implement it in the actual database.)

2. A report of approximately 1200 words, addressed to the information systems manager in the library or information centre in which the database is located. In this report you will describe the problem the database addresses, the scope of the database, the database structure, and issues that might arise in implementing the database. The report should include a data dictionary describing your database (data dictionaries are dealt with in Week 7).

The records in your database must include an abstract or equivalent, and must provide subject access through a classification system and/or controlled vocabulary. You must justify your choice of type of abstract and subject access system in your report.

Criteria for assessment

Marks will be awarded for:

- quality of database design;
- quality of data;
- choice and application of classification or controlled vocabulary;
- choice of abstract type and consistency of abstract content;

- the clarity and conciseness of communication in your report.

Assignment Penalties

Late assignments

Assignments submitted after the deadline on the due date will have a 5% penalty per day imposed unless an extension has been granted by the course coordinator in advance of the due date.

Word count

All work submitted **MUST** contain a word count, easily available from your word-processing program. The word count should appear under your name.

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. You are expected 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

Additional information on plagiarism is provided below in the general information about Victoria University of Wellington.

Mandatory Course Requirements

Students must meet terms to pass this course. Terms will be granted to students who have:

- attended a minimum of 75% of the weekly seminar sessions;
- submitted the two assignments by the specified due dates.

Communication of Additional Information

Additional information or changes will be conveyed to students via the MMIM530 site on Blackboard, as well as by written notice to all class members.

General Student Information about Victoria University and the Faculty of Commerce and Administration

Faculty of Commerce and Administration Offices

Railway West Wing (RWW) - FCA Student Administration Office

The Student Administration Office is located on the ground and first floors of the Railway West Wing. The ground floor counter is the first point of contact for general enquiries and FCA forms. Student Administration Advisers are available to discuss course status and give further advice about FCA qualifications.

Easterfield (EA) - FCA/Law Kelburn Office

The Kelburn Campus Office for the Faculties of Commerce & Administration and Law is situated in the Easterfield Building - it includes the ground floor reception desk (EA005) and offices 125a to 131 (Level 1). The office, will be open from 9:00 am to 5:00 pm during Trimester 2, offers the following:

- Duty tutors for student contact and advice.
- Information concerning administrative and academic matters.
- FCA Student Administration forms (e.g. application for academic transcripts, requests for degree audit, COP requests).
- Examinations-related information during the examination period.

Please note:

There will be a Student Administration Adviser, from the RWW office, based in EA005 from Monday 27 June to Friday 1 July (9:00 am to 5:00 pm) and from Monday 4 July to Friday 22 July (11:00 am to 1:00 pm).

General University Policies and Statutes

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

Student Conduct and Staff Conduct

The Statute on Student Conduct together with 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. For queries about complaint procedures under the Statute on Student Conduct, contact the Facilitator and Disputes Advisor. This Statute is available in the Faculty Student Administration Office or on the website at:

www.vuw.ac.nz/policy/StudentConduct.

The policy on Staff Conduct can be found on the VUW website at:

www.vuw.ac.nz/policy/StaffConduct.

Academic Grievances

If you have any academic problems with your course you should talk to the tutor or lecturer concerned or, if you are not satisfied with the result of that meeting, see the Head of School or the Associate Dean (Students) of your Faculty. Class representatives are available to assist you with this process. If, after trying the above channels, you are still unsatisfied, formal

grievance procedures can be invoked. These are set out in the Academic Grievances Policy which is published on the VUW website:

www.vuw.ac.nz/policy/AcademicGrievances.

Academic Integrity and Plagiarism

Academic integrity is about honesty – put simply it means **no cheating**. All members of the University community are responsible for upholding academic integrity, which means staff and students are expected to behave honestly, fairly and with respect for others at all times.

Plagiarism is a form of cheating which undermines academic integrity. Plagiarism is **prohibited** at Victoria.

The University defines plagiarism as follows:

Plagiarism is presenting someone else's work as if it were your own, whether you mean to or not.

'Someone else's work' means anything that is not your own idea, even if it is presented in your own style. It includes material from books, journals or any other printed source, the work of other students or staff, information from the Internet, software programmes and other electronic material, designs and ideas. It also includes the organization or structuring of any such material.

Plagiarism is not worth the risk.

Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct (www.vuw.ac.nz/policy/studentconduct) and may be penalized severely. Consequences of being found guilty of plagiarism can include:

- an oral or written warning
- suspension from class or university
- cancellation of your mark for an assessment or a fail grade for the course.

Find out more about plagiarism and how to avoid it, on the University's website at:

www.vuw.ac.nz/home/studying/plagiarism.html.

Students with Disabilities

The University has a policy of reasonable accommodation of the needs of students with disabilities. The policy 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. The name of your School's Disability Liaison Person can be obtained from the Administrative Assistant or the School Prospectus.

Student Support

Staff at Victoria want students' learning experiences at the University to be positive. If your academic progress is causing you concern, please contact the relevant Course Co-ordinator, or Associate Dean who will either help you directly or put you in contact with someone who can.

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.

Maori and Pacific Mentoring programme (Manaaki Pihipihinga)

This is a free programme of mentoring for Maori and Pacific students doing first year courses within the Faculty of Commerce and Administration. Weekly one hour mentoring sessions: drafting and editing assignments/discussing any questions that you might have from tutorials or lectures and going over every aspect of essay writing, either in small group sessions or on a one-to-one basis.

This includes:

- A computer suite hooked up to cyber commons for students to use to produce their assignments.
- Regular skill-based workshops with a learning adviser from Student Learning Support Services.
- Networking with other Maori and Pacific support groups throughout the university.

For more information please contact:

Melissa Dunlop, Programme Coordinator

Ph: 463 6015 or Email: Maori-Pacific-Mentoring@vuw.ac.nz