Welcome to INFO 523

Rowena Cullen

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Kia ora / Hello.

INFO 523 Information Resources and Client Services will be co-taught by Rowena Cullen and Berenika Webster.

The course is an introduction to reference and information work. In it, you will learn the sources and strategies required to provide an effective information service in a library or information centre.

If you wish to discuss any aspects of the paper with either of us, you can contact us as follows:

Email:	`Rowena.Cullen@vuw.ac.nz`
Telephone:	(04) 463 5788 (for calls within the Wellington free calling area)
Room:	Rm 221, Easterfield Building. If I'm not in my room, email me, or leave a phone message to arrange a time to see me.
Email:	`Berenika.Webster@vuw.ac.nz`
Telephone:	(04) 463 6868 (for calls within the Wellington free calling area)
Room:	Rm 226, Easterfield Building . If I'm not in my room, email me, leave a note, or leave a phone message to arrange a time to see me.
Freephone:	0800 11 62 99 (for open learning students or internal students calling from outside Wellington).
Fax:	(04) 463 5446

During teaching time, we endeavour to respond to phone messages, email, or faxes within one working day. Please feel free to make an appointment if you want to see either of us in our offices.

If you wish to send something to me by **post**, the address is:

School of Information Management
Victoria University of Wellington
PO Box 600, Wellington

Assignments should *not* be sent to this address; see the details under 'Assessment' below. Non-assignment material being delivered by courier or in person should go to the Administration Office, Easterfield Building, Kelburn Parade, Wellington.

If we are unavailable when you phone, please leave a message with the school's Administration Office, on (04) 463 5103.

We hope you enjoy this course.

Course materials

The course material for INFO 523 includes: this course information section (in which the contents of the INFO 523 course are discussed along with course-specific administrative information and Internet conference or internal session details); and a CD-ROM containing readings, video material, and course notes associated with each of the 12 modules.

The readings are augmented with material on the Blackboard website for INFO 523, including a study guide for each module, available at

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http://blackboard.vuw.ac.nz
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See 'Online information' for more on this.

Using or quoting course notes

The course notes used in the LIM programmes have been developed over a period of time. As a result, they are 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 course, 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.

INFO 523 is an introduction to the tools and techniques of reference and information work. Topics include the nature of reference and information work; issues of information literacy and user education; management of reference services; types of reference tools and their evaluation; search strategies; and the use of electronic searching tools.

Course description

INFO 523 is an introduction to the tools and techniques of reference and information work. Topics include the nature of reference and information work; issues of information literacy and user education; management of reference services; types of reference tools and their evaluation; search strategies; and the use of electronic searching tools.

Learning objectives

By the end of the INFO 523 course, students should be able to:

1.   Understand the nature of reference enquiries and services, and be able to interact effectively with a range of users to clarify their information needs.

2.   Identify and demonstrate an ability to use the predominant types of reference sources in print and electronic format, including ready reference tools, bibliographies, indexes, abstracts.

3.   Use effective search strategies for searching print and electronic resources, including the Internet.

4.   Apply appropriate criteria for evaluating print and digital sources of reference information.

5.   Understand the importance of information literacy and the role of information services in developing information literacy skills.

6.   Prepare and evaluate a user education programme for information problem solving and retrieval.

Time commitment

You should expect to spend 10–12 hours per week studying for this course, and attending the weekly session. Remember to allow plenty of time for searching the print and electronic materials referred to. This applies particularly to electronic databases and networks, which may not always be available. An unhurried approach, allowing plenty of time to read introductions, instructions, and on-screen messages thoroughly, and to explore alternative approaches in problem-solving, is the best guarantee of a hassle-free learning experience.

The weekly sessions will be in a seminar format, in which you will be expected to contribute to the discussion. Before the session, you should have read the module for the week's topic, have looked at any additional course content in Blackboard, and completed any set exercises, and then prepared yourself to discuss the readings, the review questions, and other preparation work.

Course schedule

INFO 523 will be held in the first trimester (March-June) of the 2006 academic year. There will be no sessions for two weeks during the mid-trimester break (8-23 April 2006).

In addition to the scheduled classes, there will be announcements and discussion on the Blackboard website for this paper. Please check this at least **three** times a week, and check the module web page under "Course Material" as part of your preparation for each module.

- **Internal students**

  There will be a seminar on Wednesdays (from 10.00-11.50 a.m.) in the Easterfield Building, Room EA 004.

- **Open learning students**

  The weekly conference sessions will be held on Wednesdays from 5.00-6.30 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, Internet and 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
1	6-10 March	User needs, Information-seeking behaviour, and question negotiation	RC
2	13-17 March	The reference interview: interpersonal communications skills	RC
3	20-24 March	Categories of reference queries and information sources; Ready reference tools - encyclopedias, and dictionaries	RC
4	27-31 March	Ready reference tools - almanacs, yearbooks, and directories; biographical and geographical sources	RC
5	3-7 April	Search strategies for digital databases	BW
6	24-28 April	Search tools: indexes and abstracts	BW
7	1-5 May	Search tools: bibliographies, and catalogues	BW
8	8-12 May	New Zealand resources	BW
9	15-19 May	Searching the Internet	RC
10	22-26 May	Information literacy	BW
11	29 May-2 June	User education	BW
12	5-9 June	Evaluation of information services	RC

Assessment

None of the LIM courses has a final examination. This course will be internally assessed.

Assignment	Date due	Value	Length
1. Video of reference interview and reflection	4 April 2006	40%	5–7 min video and 2 pages (max.) of text
2. Learning plan	12 June 2006	40%	2–3 pages of learning plan and enough teaching materials to cover a 45-minute session
2. Submission on Blackboard of answers to reference topics, for Modules 3,4,6,7,8 and 9	12 midnight on Tuesday in the week before the class on that topic	20%	Brief notes responding to each question

Late assignments

Assignments that are not received by the due date will receive a 10% penalty up to one week after the due date. Assignments will not be accepted after this date unless an exemption has been granted by the course coordinators. Exemptions are only granted in the case of severe illness or bereavement.

Word count

Assignment 1: 500 words max.

Assignment 2: 2–3 pages of teaching plan and enough teaching materials to cover a 45 minute session.

Assignment 3: brief notes on each source are sufficient.

Plagiarism

You should read and take heed of the statement on collaboration and plagiarism in the "General University information" section, and also in the *Administration Handbook*; you *must* acknowledge all sources you use. 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. You are

expected to present information in your own words, based on your understanding of the background material you read. ***Any assignment which is extensively plagiarised will receive an automatic fail grade***.

Presentation

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

Terms

Students in INFO 523 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] and submitted the assignments 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 523, School of Information Management, Victoria University of Wellington, PO Box 600, Wellington.
- **Courier:** To LIM O.L.—INFO 523, Administration Office, Easterfield Building, Kelburn Parade, Wellington.

Internal students:
- **Post:** To LIM INTERNAL—INF O 523, School of Information Management, Victoria University of Wellington, PO Box 600, Wellington.
- **Deliver:** To the LIM Assignment Box, Box 114, 1st floor, Easterfield Building. This box is cleared as soon as the Administration Office opens on the morning following the due date. Any late assignments should be delivered to the following address:
- **Courier or late delivery:** To LIM INTERNAL—INFO 523, Administration Office, 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.

Recommended reading

Bopp, Richard E., and Linda C. Smith, eds. *Reference and Information Services: An Introduction*. Englewood, Colo.: Libraries Unlimited, 2001

Janes, Joseph. *Introduction to Reference Work in the Digital Age*. New York: Neal-Schuman, 2003

Katz, William A. *Introduction to Reference Work*, 8th ed., vols 1 and 2. Boston: McGraw-Hill, 2002

Wood, G. A. *Studying New Zealand*, 2d ed. Otago University Press, 1999

Recommended reading: periodicals

You should browse *Reference and User Services Quarterly (*formerly *RQ)*, *Reference Services Review,* browse *Online* and *Econtent* (formerly *Database*). You should also carry out searches on specific topics on *Library and Information Science Abstracts*.

Online information

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

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http://blackboard.vuw.ac.nz/
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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 the module readings and course notes.

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:

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scs-help@vuw.ac.nz
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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 Windows XP or Windows 2000, microphone, and headphones/speakers. To connect, go to the Internet conferencing page (and read the "Getting Started" information) at

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http://www.sim.vuw.ac.nz/conferencing/
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There is also an 'Internet Conferencing' button linking to this page in Blackboard.

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
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To unsubscribe: send an email to
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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.

General University information

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.

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. To check for opening hours, call the office on (04) 463 5376.

Easterfield (EA) FCA/Law Kelburn Office: the Kelburn Campus Office for the Faculties of Commerce & Administration and Law is situated in the Easterfield Building and includes the ground floor reception desk (EA005), and offices 125a to 131 (Level 1). The office is available for 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.

Check with the Student Administration Office for opening times: (04) 463 5376.

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 at

`http://www.vuw.ac.nz/policy/StudentConduct`

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

`http://www.vuw.ac.nz/policy/StaffConduct`

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 Grievances Policy which is published on the VUW website, at

`http://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, and 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 organisation 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 (see

above) and may be penalised 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

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http://www.vuw.ac.nz/home/studying/plagiarism.htm
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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

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http://www.vuw.ac.nz/st_services/
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or email
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student-services@vuw.ac.nz
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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`.

Manaaki Pihipihinga Māori and Pacific Mentoring programme

VUW offers academic mentoring for Māori and Pacific students studying at all levels in the Faculties of Humanities & Social Sciences, and Commerce & Administration, with weekly sessions for an hour with a mentor to go over assignments and any questions from tutorials or lectures. Registered students can use the facilities study rooms and computer suite, at any time, at Kelburn and Pipitea. There is also a mature student and post-graduate network. A mentoring room will also be running at Pipitea Campus starting January. For further information, please contact:

Melissa Dunlop
Programme Coordinator
Room 109 D
14 Kelburn Parade (back courtyard)
Ph: (04) 463 6015; email: `Maori-Pacific-Mentoring@vuw.ac.nz`