

## Welcome to INFO 527



**Alastair Smith**

Hello, and welcome to INFO 527: Organisation of Knowledge Resources. I'm Alastair Smith and I'll be coordinating this course, which examines how we organise information and design retrieval systems so that users can readily find information in them.

If you have any queries about the academic material or content of the course, you can contact me by:

**Email:** [Alastair.smith@vuw.ac.nz](mailto:Alastair.smith@vuw.ac.nz)

**Room:** EA 227, on the second floor of the Easterfield Building

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

**Freephone:** 0800 11 62 99 (for open learning students or internal students calling from outside Wellington). Either you will be put straight through to me, or our Administrator will relay a message.

**Fax:** (04) 463 5446

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

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

Assignments should *not* be sent to the above address; all assignments will be submitted electronically. 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.

If I am unavailable when you phone, please leave a message on my voicemail, or with the Administration Office on (04) 463 5103 or 0800 11 62 99. Email is usually the best way of contacting me to arrange a meeting (in person or by phone).

I hope you will find this course rewarding and enjoyable. Good luck with your studies.

## *Course materials*

The course material for INFO 527 includes: this course information section (in which the contents of the INFO 527 course are discussed along with course-specific administrative information and Internet conference or internal session details); and a CD-ROM containing readings associated with each of the 12 modules.

The readings are augmented with material on the Blackboard website for INFO 527, including a study guide for each module, available at

<http://blackboard.vuw.ac.nz>

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.

## *Course description*

INFO 527 examines how we organise knowledge resources, and construct information retrieval systems, so that users can readily find information. The focus of the course is on the theories, principles, and practices for organising recorded knowledge in different environments. The course content will include an overview of the following components of information organisation:

- Cataloguing, indexing, abstracting, and classification.
- Metadata structures, functions, and schemes.
- Access points and controlled vocabularies.
- Design and evaluation of databases and information retrieval systems.
- Relationship of information organisation to knowledge management.

### *Introduction to INFO 527*

Information resources come in a variety of formats, and are found in a diverse range of settings. Whether it is information in books, maps, scores, sound recordings, pictures, or electronic resources held by a library, in records relating to an historical event held in an archive, or in plans for a new commercial venture held in the records centre of a local business, we need to establish a system to link the user with the desired information. It is not sufficient simply to provide users with access to a store of documents or other items - some method of enabling users to find material relating to a particular topic or concept must also be provided. Piles of books stacked in a warehouse, or the large number of files available on the Internet, are not useful to users unless the material can be accessed in a way that allows them to retrieve relevant information appropriate to their needs.

This is not a straightforward task, and a number of potential problems arise. First, people searching for printed information may describe the concepts they are looking for using different language than that used by the authors of those documents. Second, the language used by the authors of those documents to describe the concepts may change over time. Third, people may in fact be searching for information that is not text-based - it may be visual or aural. Fourth, we need information retrieval systems that meet the requirements of users in particular types of environments, such as libraries, archives, and corporate records centres. And fifth, the systems must be able to store large amounts of information, and quickly retrieve the most useful information for a particular request.

While INFO 527 will consider a range of information environments, the information retrieval tools we shall examine are those found primarily in libraries, archives, and information centres. These tools are:

1. Library catalogues, indexes, bibliographies, and archival finding aids.
2. Classification systems, which group together information on the same topic (INFO 526 Bibliographic Organisation, the elective course that follows on from this one, examines the Dewey Decimal Classification scheme in more detail).
3. Controlled vocabularies, such as thesauri and subject headings schemes, which structure and standardise the terminology used to describe subject concepts (INFO 526 provides further hands-on experience with the Library of Congress Subject Headings).
4. Text-based databases and retrieval systems, which enable us to store and retrieve documentary information efficiently.
5. Image and sound databases and retrieval systems, which focus on concepts such as spatial relations, colours, textures, and audio frequencies as cues for retrieval.
6. Internet search engines and filtering systems, which 'index' millions of electronic documents available from remote sites.
7. Newer developments in information retrieval, such as intelligent agents, the semantic web, and knowledge management.

## *Learning objectives*

By the end of the INFO 527 course, students should be able to:

1. Explain the need for different types of information retrieval systems in different contexts, in particular the type of information environment, the users' information requirements, and the nature of the information resource involved.
2. Describe a model of information retrieval, and outline some measures of evaluation and effectiveness for a text-based information retrieval system.
3. Articulate the theory and functions of descriptive, administrative, and structural metadata in an information retrieval system.
4. Articulate the theory and functions of subject retrieval metadata -- including controlled vocabulary systems such as classification schemes, subject headings lists, and thesauri -- in an information retrieval system.

5. Explain the theory and practice of constructing indexes and abstracts, selecting appropriate index terms and distinguishing among the different types of abstracts.
6. Create a straightforward database application using standard database software.
7. Discuss issues in the provision of intellectual access to information involving newer forms of information retrieval systems, such as artificial intelligence, World Wide Web search engines and the Semantic Web.
8. Describe the relationship of *knowledge management systems* to information retrieval systems in private sector and public organisations.

## *Practical work*

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.

INFO 527 will use a database application, DB/Textworks as an example of an information retrieval system. DB/Textworks is used in a number of information centres, and you will have access to a demonstration version. This will be included on your CD-ROM of course resources.

## *Time commitment*

To achieve satisfactory grades, you will need to spend 10 to 12 hours per week on INFO 527, including time spent in the seminar/lab or Internet/audioconference sessions. You may find that particular aspects of the course require less time, whereas others may require slightly more time. It is important that you manage your time wisely, ensuring that you spend time outside of the weekly sessions reading the relevant course material from your text and the CD-ROM, any additional readings posted on Blackboard, doing the module's preparation work, and working on the assignments.

## Schedule

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INFO 527 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).

- **Internal students**

All seminar and lab sessions will be held on Wednesdays (from 1.10-3.00 p.m.) in the Easterfield Lecture Theatre, LT 206. Additional tutorial sessions will be scheduled to introduce you to DB/Textworks.

- **Open learning students**

The weekly Internet conference sessions (on Chatterbox) will be held on Wednesdays from 6.45-8.15pm. A practical session for DB/Textworks, either online or face-to-face, will be arranged with interested groups.

- **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.

## Schedule

<b>Week</b>	<b>Dates</b>	<b>Topic</b>	<b>Text chapters</b>
1	6-10 March	Organising information for retrieval in diverse information environments	1
2	13-17 March	Retrieval tools	2 & 3
3	20-24 March	Encoding standards	4
4	27-31 March	Database technology and design	5
5	3-7 April	Metadata: schemes and description, FRBR	6 & 7
6	24-28 April	Metadata: access and authority control	8
7	1-5 May	Subject analysis and vocabulary control	9 & 10
8	8-12 May	Categorisation and arrangement	11 & 12
9	15-19 May	Information architecture	
10	22-26 May	Evaluating information retrieval systems: relevance, precision, recall	
11	29 May- 2 June	Information retrieval on the Web	
12	5-9 June	Knowledge management, artificial intelligence, image retrieval	

## Assessment

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

Assignment	Date due	Value	Length
1. Weekly online test	Midnight of following Monday	20%	Each week approximately 5 multiple choice or short answer questions
2. Report and presentation on a reading	Allocated week	35%	1500 words approx. + 5 minute presentation
3. Creation of a database	6 June 2006	35%	10-record database + report of 1200 words approx.
4. Participation	Evaluated weekly	10%	

### 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 coordinator. Exemptions are only granted in the case of severe illness or bereavement.

### Plagiarism

You should read and take heed of the statement on collaboration and plagiarism above, 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.***

### Submission

All assignments for INFO 527 will be submitted digitally. See the Assignment section of the INFO 527 Blackboard site for details



## *Prescribed text and recommended reading*

The text for INFO 527 is:

Taylor, Arlene G. *The Organization of Information*. 2d ed. Westport, Conn.:

Libraries Unlimited, 2004. The price, including student discount, is \$109.95.

### **Recommended reading**

Links to further recommended texts will appear on the INFO 527 Blackboard site

### **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](mailto: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>

## *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:

<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 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:

`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 Windows XP or Windows 2000, 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/`

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

`lim_students-subscribe@vuw.ac.nz`

To unsubscribe: send an email to

`lim_students-off@vuw.ac.nz`

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, if you are not satisfied with the result of that meeting, see the LIM Programme Director (Tony Hooper, [tony.hooper@vuw.ac.nz](mailto:tony.hooper@vuw.ac.nz)) or the Head of School (Sid Huff, [sid.huff@vuw.ac.nz](mailto: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 <http://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](mailto: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

[http://www.vuw.ac.nz/st\\_services/](http://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`.

### **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`