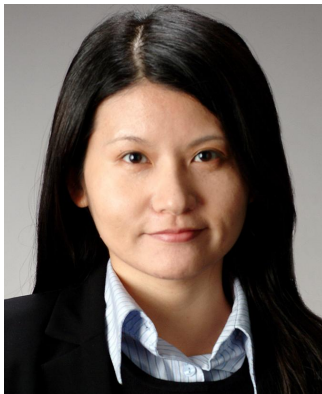


School of Information Management

**INFO 528 Research Methods for Information
Management Environments**

Trimester 2 2006

COURSE OUTLINE



Chern Li Liew

Welcome to INFO 528 Research Methods for Information Management Environments, which will be co-taught by Sydney Shep and Chern Li Liew.

Chern Li's key research interest is in understanding and enhancing user-information interaction in a digital and networked environment, with a focus on user studies and usability issues in digital libraries, information architecture and information visualisation. Another area of her research interest is in social informatics theory and applications, particularly in the area of cross-domain and cross-cultural knowledge discovery.



Sydney Shep

Sydney is a Senior Lecturer in Print & Book Culture, and The Printer at Wai-te-ata Press, Victoria University of Wellington. She is an active researcher in the area of New Zealand print culture, specialising in paper history and Wellington's book trade. Sydney teaches in the LIM and Media Studies programmes, as well as supervising INFO 580 projects and a range of MAs and PhDs.

Assistance will be provided by LIM senior tutors Shannon Wellington and Lynley Stone, with guest lectures in the last two weeks from Sam Searle (Digital Projects Leader at NLNZ) and Brenda Chawner.

If you need to contact either of us during the course, you can reach us by:

Email: sydney.shep@vuw.ac.nz or chernli.liew@vuw.ac.nz

Telephone: (04) 463 5784 (SS) or (04) 463 5213 (CLL) (for calls within the Wellington free calling area). Alternatively, call the Administration Office on (04) 463 5875.

Room: Wai-te-ata Press, CSB 113, or EA 207 (SS); or EA 212 (CLL). It is best to make an appointment in advance via email or phone.

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

Fax: (04) 463 5446

Class Times and Room Numbers

INFO 528 will be held in the second trimester (July-October) of the 2006 academic year. There will be no sessions for two weeks during the mid-trimester break (21 August-1 September).

Internal students

There will be a seminar on Thursdays (from 10.00-11.50 a.m.) in the Easterfield Building, Lecture Room EA 006.

Open learning students

Two weekly Internet conference sessions will be held on Thursdays from 5.00-6.30 p.m. and 6.45-8.15 p.m.

Note: Open Learning and Auckland students can select which evening class you wish to take. As long as the numbers balance out, you will be given your first choice and will be asked to **remain in that session for the term**. Any on-campus students who would like to take one of the evening online classes (instead of the face-to-face mode) can request that option, again **remaining in that session for the term**.

Course Objectives

By the end of the INFO 528 course, students should be able to:

1. Demonstrate an understanding of and appreciation for the research process.
2. Review the literature on a specific topic.
3. Develop a procedure for investigating an actual problem in library and information studies.
4. Demonstrate an understanding of how research is applied to problem solving in an information environment.

Course Content

INFO 528 covers the principles of social science research as applied to library and information studies problems. The course is intended to provide students with the information and skills needed to implement the research topic option of INFO 580, and to equip them for research in the workplace. The goals of the course are to:

1. Provide an understanding of the role of research in library and information management (LIM). This role includes adding to knowledge, advancing LIM as a discipline and as a profession, and providing information essential for planning and decision-making.
2. Encourage students to be intelligent consumers of research. This involves the ability to review research literature critically, to assess the methodologies, and to understand findings and conclusions.
3. Provide an understanding of the processes and steps involved in conducting research.
4. Enable students to apply the concepts central to the research process to problems related to LIM.

Week	Dates	Topic	Lecturer
1	10-14 July	Introduction to LIM research	CLL
2	17-21 July	Research process	CLL
3	24-28 July	Literature review	SS
4	31 July-4 Aug.	Theory and ethics	CLL
5	7-11 Aug.	The research plan and proposal	CLL
6	14-18 Aug.	Quantitative methods and analysis - I	CLL
7	4-8 Sept.	Quantitative methods and analysis - II	CLL
8	11-15 Sept.	Qualitative methods and analysis - I	SS
9	18-22 Sept.	Qualitative methods and analysis - II	SS
10	25-29 Sept.	Mixed methods and analysis	SS
11	2-6 Oct.	Project management	Sam Searle
12	9-13 Oct.	Presentation of research	Brenda Chawner

Required Text

Creswell, John W. *Research Design. Qualitative, Quantitative, and Mixed Methods Approaches*. 2d edition. London: Sage, 2003. The price (including student discount) is approximately \$78.95.

Assessment Requirements

None of the LIM courses has a formal final examination. This course will be internally assessed, and there will therefore be three assignments due during the trimester. Full details, including explanatory notes and criteria, are available under “Assignments” on Blackboard.

Assignments	Date due	Value	Length
1. Short interactive exercises	n/a	20%	n/a
2. Integrative literature review	18 August	30%	3000 words max.
3. Grant proposal	16 October	50%	4000 words max.

Please note that you are required to select a specific research topic very near the beginning of the course that you can use for Assignments 2 and 3, and ideally for INFO 580 as well. Although a list of general topic areas will be available on Blackboard from which you can develop your own particular research question, you should also be reading the coursebook, textbook, and other literature, as well as consulting colleagues, with this in mind. Some class time as well as group exercises will be used to hone your topic; you should have decided on a specific research topic before studying Module 3. Either course lecturer may approve your topics — **but you must obtain this approval before beginning any substantive work on the topic.**

Specific Instructions for Info 528 Assignments

The following items are meant to help you do well on your assignments. Please refer to this list before submitting your work.

1. All work submitted must contain a word count, easily available from your word-processing program. More information about word counts, including the penalty for ignoring them, is presented in the *LIM Administration Handbook*.
2. The word count should appear under your name.
3. Faxed or emailed assignments cannot be accepted.
4. All pages must be numbered.
5. All work is to be double-spaced and keyboarded.

6. Information professionals use information. That means that your work should indicate use of the professional literature, and should do so in the required format (see point 9 below).
7. All material taken from published work must be attributed. You should acknowledge the use of another writer's ideas or arguments, even if you have not used the same words in expressing them. All direct quotations must be attributed to the source with author's surname and page numbers incorporated into the text. (See p. 19 of the *LIM Administration Handbook* if in doubt about attribution.)
8. Items for the bibliography should be pertinent and recent or else they should be classics.
9. Items in the bibliography are to be cited **consistently**. For information on Chicago A and B citation formats, look at "Citation Guide", which is available in the LIM Programmes Information on Blackboard, under 'LIM Resources'.
10. The standard of spelling and grammar, the facility of written expression, and the proper citation of references are evaluated when assessing every written assignment.
11. The conventions of academic and research writing may be somewhat different from your normal writing style. In particular, avoid the use of the first person; scholarly writing should be objective and detached. Avoid the use of superlatives or comparatives where these cannot be substantiated. Consider adjectives and adverbs carefully, and use them only when they attribute qualities that can be proved (for example, a claim that a result is 'surprising' or a development is 'significant' would have to be substantiated).

Criteria for Assessment

A standard evaluation sheet will be used when assessing Assignments 1 and 2 for this course — a copy of this appears below. Note that there are eight assessment criteria, all of which are important in presenting work of high quality. Nevertheless, the first four criteria have greater weight for both assignments, accounting for approximately 60 per cent of the total mark, with the final four criteria accounting for the remaining approximately 40 per cent. In other words, we place particular value on the knowledge you display of the topic, on your understanding of theories and concepts, on the coherence and development of ideas, and on original thought and critical evaluation. Based on past experience, the criteria most likely to cause problems are development of ideas and critical evaluation — pay particular attention to these aspects in your writing.

Even though there is a 60/40 split between the two groups of evaluation criteria, it is still possible for a work that shows promise in terms of knowledge base and development of ideas to fare poorly if the grammar and expression are totally unacceptable. In other words, all criteria need to be met to an acceptable standard for the work as a whole to be acceptable. Also, bear in mind that this is postgraduate work and that it will be assessed to the high standards expected of postgraduate students of Victoria University.

Late Assignments

Assignment 2: Assignments submitted or postmarked up to one week after the due date will have a 10% penalty imposed, unless an extension on the grounds of medical emergency or family circumstance has been granted in writing in advance by the course coordinator. Assignments submitted or postmarked more than one week after the due date will NOT be accepted without prior written approval of the course coordinator.

Assignment 3: Any assignments received after the due date will NOT be accepted, except in cases of medical emergency.

This is because

- funding bodies do not give extensions;
- you will be able to start work on the draft project proposal for INFO 580 during the break; and
- many of the module preparatory exercises and the assessed short exercises are designed to build up to Assignment 2.

If you keep up with the course work, you should have no difficulty getting this assignment in on time.

Word Count

Assignments 2 & 3 MUST contain a word count, easily available from your word-processing program. The word count should appear under your name. (Note: your name should appear only on the back of the last page of the assignment.) The penalty for not including your word count, or going over the word count, will be 5%.

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 528 are expected to attend all scheduled sessions. Terms will be granted to students who have:

- attended a minimum of 75% of the scheduled Internet conference or seminar sessions. To be considered in attendance at a 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.
- completed the three assignments within the allowable time.

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.

How to subscribe to lim-students

To subscribe - send an email to

lim-students-subscribe@lists.vuw.ac.nz

To unsubscribe - send an email to

lim-students-unsubscribe@lists.vuw.ac.nz

No text in body or subject line required.

You will be sent a confirmation email. You must confirm the operation by clicking reply and send. You will then receive a welcome or goodbye email to confirm the operation.

Changing your email address

If you change email addresses, you must unsubscribe from lim-students and re-subscribe with your new email address - follow the instructions outlined previously.



School of Information Management

EVALUATION SHEET

Student's Name:

Course:

Assignment No:

Essay Evaluation:

K A blank space is left when an item is not applicable to the essay

K Items are assigned different weights in your total grade

K 1=poor, 2=Marginal, 3=Adequate, 4=Good, 5=Excellent

	1	2	3	4	5
Knowledge of topic					
Understanding of theories & concepts					
Coherence, relevance & development of ideas					
Original thought & critical evaluation					
Structure					
Presentation, layout, paragraphing, length					
Spelling, vocabulary, grammar, expression					
Adequacy & acknowledgement of sources (including footnoting & bibliography)					

Comments:.....

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Faculty of Commerce and Administration Offices

Railway West Wing (RWW) - FCA Student and Academic Services Office

The Faculty's Student and Academic Services 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 Student and Academic Services Office on (04) 463 5376.

Easterfield (EA) - FCA/Education/Law Kelburn Office

The Kelburn Campus Office for the Faculties of Commerce and Administration, Education 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 is available for the following:

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

To check for opening hours call the Student and Academic Services Office on (04) 463 5376.

General University Policies and Statutes

Students should familiarise themselves with the University's policies and statutes, particularly the Assessment Statute, the Personal Courses of Study Statute, the Statute on Student Conduct and any statutes relating to the particular qualifications being studied; see the Victoria University Calendar available in hard copy or under 'About Victoria' on the VUW home page at www.vuw.ac.nz.

Student 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 are to be taken if there is a complaint. For information about complaint procedures under the Statute on Student Conduct, contact the Facilitator and Disputes Advisor or refer to the statute on the VUW policy 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; class representatives may be able to help you in this. If you are not satisfied with the result of that meeting, see the Head of School or the relevant Associate Dean; VUWSA Education Coordinators are available to assist in 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 at 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. The University defines plagiarism as follows:

The presentation of the work of another person or other persons as if it were one's own, whether intended or not. This includes published or unpublished work, material on the Internet and the work of other student or staff.

It is still plagiarism even if you re-structure the material or present it in your own style or words.

Note: It is however, perfectly acceptable to include the work of others as long as that is acknowledged by appropriate referencing.

Plagiarism is prohibited at Victoria and is not worth the risk. Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct and may be penalised severely. Consequences of being found guilty of plagiarism can include:

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

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 Impairments

The University has a policy of reasonable accommodation of the needs of students with disabilities. The policy aims to give students with disabilities the same opportunity as 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, 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 (DSS) to discuss your individual needs and the available options and support on a confidential basis. DSS are located on Level 1, Robert Stout Building, telephone (04) 463 6070, email disability@vuw.ac.nz. The name of your School's Disability Liaison Person is in the relevant prospectus or can be obtained from the School Office or DSS.

Student Support

Staff at Victoria want students to have positive learning experiences at the University. Each Faculty has a designated staff member who can either help you directly if your academic progress is causing you concern, or quickly put you in contact with someone who can. Assistance for specific groups is also available from the Kaiwawao Māori, Manaaki Pihipihinga or Victoria International.

In addition, the Student Services Group (email student-services@vuw.ac.nz) is available to provide a variety of support and services. Find out more at www.vuw.ac.nz/st_services/.

VUWSA employs 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 (tel. 04 463 6983 or 04 463 6984, email education@vuwsa.org.nz) is located on the ground floor, Student Union Building.

Manaaki Pihipihinga - Maori and Pacific Mentoring Programme (Faculty of Commerce and Administration)

This is a mentoring service for Maori and Pacific students studying at all levels. Weekly one hour sessions are held at the Kelburn and Pipitea Campuses in the Mentoring Rooms, 14 Kelburn Parade, and Room 210 and 211, Level 2, Railway West Wing. Sessions cover drafting and discussing assignments, essay writing, and any questions that may arise from tutorials and/or lectures. A computer suite networked to Cyber Commons is available for student use.

To register with Manaaki Pihipihinga, please contact one of the following:

Puawai Wereta
Room 210, Level 2
Railway West Wing
Tel. (04) 463 8997
Email: Puawai.Wereta@vuw.ac.nz

Fa'aoi Seiuli
Room 109 B
14 Kelburn Parade
Tel. (04) 463 5842
Email: Faafoi.Seiuli@vuw.ac.nz