

School of Information Management

INFO 544 Advanced Reference Services

Trimester 2 2006

COURSE OUTLINE



Alan Poulter

Hello and welcome to INFO 544 Advanced Reference Services, which will be coordinated by Alan Poulter.

Alan is a visiting British academic who has been a lecturer in librarianship for over 15 years. He has published widely, especially in the area of Internet use and searching.

If you have questions or comments about course material and activities, my preferred “channel” is the appropriate Blackboard discussion forum, so that all students can see your message and my answer, and be able to participate in any subsequent discussion.

If you wish to discuss any aspects of the course with me, you can contact me as follows:

Email: alan.poulter@vuw.ac.nz

Telephone: (04) 463 7436 (for calls within the Wellington free calling area).
Alternatively, call the Administration Office on (04) 463 5875.

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 Administration Office will relay a message.

Fax: (04) 463 5446

Room: EA 207, 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.

Class Times and Room Numbers

INFO 544 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 Tuesdays (from 1.00- 3.00 p.m.) in the Easterfield Building, Room EA 206.

- Open learning students

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

Course Objectives

By the end of INFO 544, students should be able to:

1. Carry out searches on the Internet, and a range of Dialog databases, at an advanced level.
2. Be able to work in a team to construct a Web-based resource guide to facilitate access to online information.
3. Understand the structure of information found in particular subject areas.
4. Identify, and demonstrate an ability to use and evaluate, both print and electronic sources in specific subject areas.

Course Content

INFO 544 focuses on users and their information needs, and ways in which information services can assist in resolving these needs. It covers advanced searching skills in the online environment, and the provision of user services in the online environment. In addition, it covers information use and sources in specific subject disciplines.

INFO 544 focuses on advancing your knowledge of reference and information work gained in INFO 523, Information Sources and Client Services. The course covers more advanced online searching skills, virtual reference services and the development of Web-based subject directories, and examines information sources and user needs in more specialised subject areas such as Government information, and specific subject disciplines.

We will explore advanced online searching skills, using the Dialog and Datastar other services as examples. Access to resources on the Web requires reference librarians to create guides for Web-based resources, and we will investigate issues in designing these. We will then explore the information sources and user needs in several different areas: Government information, the humanities, science/technology, and business/law. We will also explore the potential for virtual reference services.

Week	Dates	Topic
1	10-14 July	Advanced searching skills: Dialog --1
2	17-21 July	Advanced searching skills: Dialog -- 2
3	24-28 July	Advanced Internet searching skills --1
4	31 July-4 Aug.	Business information
5	7-11 Aug.	Health information
6	14-18 Aug.	Constructing Web-based resource guides
7	4-8 Sept.	Science and technology information
8	11-15 Sept.	Advanced Internet searching skills -- 2
9	18-22 Sept.	Humanities & social science information
10	25-29 Sept.	Legal information & Government information
11	2-6 Oct.	Virtual reference services
12	9-13 Oct.	Resource guide presentations

Assessment Requirements

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

Assignment	Date due	Value
1. Online tests	Monday, weeks 2-12	20%
2. Annotated Dialog search	30 August	35%
3. Web-based resource guide (group project)	11 October	35%
4. Participation	Assessed weekly	10%

Late assignments

Assignments submitted after they are due will have a 10% penalty imposed unless an extension has been granted by the course coordinator. Assignments submitted 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. Please note that all assignments for this course will be submitted digitally via Blackboard. Links will be provided in the Blackboard Assignments area for this course. Keep a copy of each assignment, and the confirmation of submission from Blackboard.

Word count

Word limits and word counts do not apply to the assignments for this course. Suggested sizes have been indicated in the detailed assessment information.

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 544 are expected to attend all scheduled sessions. **Note that 10% of your overall mark will be assessed on participation.**

Terms will be granted to students who have submitted the online tests and assignments required for assessment within the time allowable.

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.

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