

VICTORIA UNIVERSITY OF WELLINGTON
Te Whare Wānanga o te Ūpoko o te Ika a Māui



School of Information Management

**INFO 523: INFORMATION REOURCES AND
CLIENT SERVICES**

Trimester One 2007



Brenda Chawner

Kia ora/Hello. INFO 523 Information Resources and Client Services will be coordinated by Brenda Chawner. Guest speakers include Kat Turner, Ted Kurmann, and James Duncan.

This 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 would like to discuss course content or assignments, please contact me as follows:

Email: brenda.chawner@vuw.ac.nz

Telephone: (04) 463 5780 (for calls within the Wellington free calling area).
Alternatively, call the Administration Office on (04) 463 5103.

Freephone: 0800 11 62 99 (for students calling from outside Wellington; ask to be transferred, or dial 5780 at the recorded message to talk to Brenda.)
Alternatively, our Administrative Office can relay a message.

Fax: (04) 463 5446

Room: EA 201, Easterfield Building.

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 participate in any subsequent discussion. I normally check the

Blackboard discussion forums for new messages at 11.00 a.m. each workday morning. However, if you prefer to send your message via email (particularly if it is sensitive or involves personal information), you should begin the subject line with

[INFO 523]

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

Brenda Chawner

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 SIM Administration Office, EA 121, Easterfield Building, Kelburn Campus, Victoria University of Wellington.

Course materials

The course material for INFO 523 includes a CD-ROM containing readings, course notes, and video material associated with each of the 12 modules, augmented by material on the Blackboard website for INFO 523, available at

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

Learning outcomes are specified for each study module. **Students should note that some modules include practice questions for you to answer;** you will need to look at reference sources, search databases, or look at websites on the Internet, in order to answer them. It is important that you try to find answers to the practice questions before the weekly session, as we will spend some time talking about the different strategies people in the group have used. Some of the questions may not have an obvious “right” answer, and one of the things we can talk about is what additional information you would need in order to be able to find an “answer”.

The study notes for each module include a section giving work to prepare for the weekly session. **You should make sure that you complete the work listed in this section, including all the practical exercises, before the weekly session for that module.** Reading ‘[material] to prepare for the weekly session’ **before** starting work

on the module will help you to use your study time effectively. Each week, discussion will be based on both:

- required readings from the material provided;
- introductory material, discussion points, and exercises.

In addition, the Blackboard Web-based learning environment will be used to post course information notices, and enable ongoing electronic discussion forums on topics or issues introduced in or out of class. Students are also encouraged to use Blackboard for information sharing, and to post questions for electronic and in-class discussion.

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 523 enables students in wide range of contexts to identify client needs, develop resource collections for a client base, provide reference/information services, and empower clients through information literacy and user education programmes.

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 (February-June) of the 2007 academic year. There will be no sessions for two weeks during the mid-trimester break (9-20 April).

- **Internal students**

There will be a seminar on Tuesdays (from 1.10-3.00 p.m.) in the Murphy Building, MY 220.

- **Open learning students**

The weekly conference sessions will be held on Tuesdays from 6.45-8.15 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.

Schedule

Week	Starting	Topic	Lecturer
1	26 Feb.	User needs, Information-seeking behaviour, and question negotiation	BC
2	5 March	The reference interview: interpersonal communications skills	KT
3	12 March	Searching the Internet	BC
4	19 March	Search strategies for digital databases	BC
5	26 March	Categories of reference queries and information sources; Ready reference tools - encyclopedias, and dictionaries	TK
6	2 April	Ready reference tools - almanacs, yearbooks, and directories; biographical and geographical sources	TK
Mid-term break			
7	23 April	Search tools: indexes and abstracts	TK
8	30 April	Search tools: bibliographies, and catalogues	BC
9	7 May	New Zealand resources	BC
10	14 May	Information literacy	JD
11	21 May	User education	JD
12	28 May	Evaluation of information services	BC

Assessment

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

Assignment	Date due	Value	Length
1. Virtual reference interview analysis and response	23 March	20%	500-700 words
2. Learning plan and materials	5 June	40%	2-3 pages of learning plan and enough teaching materials to cover a 45-minute session
3. Submission on Blackboard of exercise answers for Modules 5-9	8.00 a.m. Tuesday, before the class on that topic	40%	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.

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*.

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—INFO 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.

Recommended reading

Bopp, R. E., and Smith, L. C. (Eds.). (2001). *Reference and Information Services: An Introduction* (3rd ed.). Englewood, Colo.: Libraries Unlimited

Cassell, K. A. and Hiremath, U. (2006). *Reference and Information Services in the 21st Century: An Introduction*. New York: Neal-Schuman

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

Katz, W. A. (2002). *Introduction to Reference Work*. Boston: McGraw-Hill

Wood, G. A. (1999). *Studying New Zealand*. (2nd ed.) Dunedin, OUP

Recommended reading: periodicals

You should browse Reference and User Services Quarterly (formerly RQ), Reference Services Review, 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:

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

The Blackboard Web-based learning environment will be used to post course information notices, and enable ongoing electronic discussion forums on topics or issues introduced in or out of class. Students are also encouraged to use Blackboard for information sharing, and to post questions for electronic and in-class discussion. You should also 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:

its-service@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

<https://conferencing.sim.vuw.ac.nz/>

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-unsubscribe@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

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 or go to <http://www.vuw.ac.nz/policy>.

For information on the following topics, go to the Faculty's website -- <http://www.vuw.ac.nz/fca> -- under Important Information for Students:

- Academic Grievances
- Academic Integrity and Plagiarism
- Student and Staff Conduct
- Meeting the Needs of Students with Impairments
- Student Support

Manaaki Pihipihinga Programme

Manaaki Pihipihinga is an academic mentoring programme for undergraduate Māori and Pacific students in the Faculties of Commerce and Administration, and Humanities and Social Sciences. Sessions are held at the Kelburn and Pipitea Campuses in the Mentoring Rooms, 14 Kelburn Parade (back courtyard), Room 109D, and Room 210, Level 2, Railway West Wing. There is also a Pacific Support Coordinator who assists Pacific students by linking them to the services and support they need while studying at Victoria. Another feature of the programme is a support network for Postgraduate students with links to Postgraduate workshops and activities around Campus.

For further information, or to register with the programme, email manaaki-pihipihinga-programme@vuw.ac.nz or phone (04) 463 5233 ext. 8977. To contact the Pacific Support Coordinator, email pacific-support-coord@vuw.ac.nz or phone (04) 463 5842.