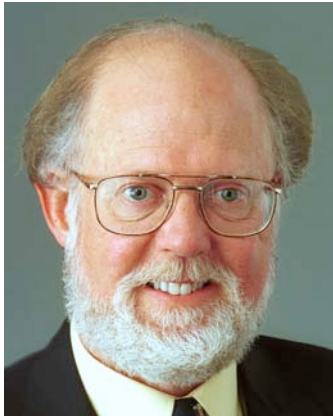




School of Information Management

INFO 528: Research Methods for Information Management Environments

Trimester Two 2007



Professor Gary Gorman



Lynley Stone

Welcome to INFO 528 Research Methods for Information Management Environments, which will be co-ordinated by Gary Gorman and co-taught with Lynley Stone. Additional teaching will be provided by Chern Li Liew and Brenda Chawner.

Gary Gorman's particular academic interest is in the application of social science research methods, especially qualitative methods, to library and information studies. He has also undertaken a substantial amount of research in the UK, Australia, China, and Vietnam.

Lynley is the Auckland-based LIM senior tutor. Her background is in tertiary libraries, and since 2001 has complemented her part-time VUW role by working as a library and information consultant. Lynley's areas of interest include management, customer service, reference and information literacy, and technical services.

If you have questions or comments about course material and activities, the preferred "channel" is the appropriate Blackboard discussion forum, so that all students can see your message, and participate in any subsequent discussion. The Blackboard discussion forums will be checked for new messages by 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 528]

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

- Email:** gary.gorman@vuw.ac.nz; lynley.stone@vuw.ac.nz
- Telephone:** **Gary** (04) 463 6629; **Lynley** (027) 520 0401. Alternatively, call the SIM Office on (04) 463 5103 (if in the Wellington free-calling area).
- Room:** **Gary** EA 211 Easterfield Building; **Lynley** is based in Auckland, but will be in Wellington for some time in each of the weeks she is teaching. If you would like to see either of us at a specific time, it is advisable to email in advance.
- Fax:** (04) 463 5446
- Freephone:** 0800 11 62 99 (for open learning students or internal students calling from outside Wellington). Either you will be put through to one of us, or administration staff will relay a message.

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

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

Assignments should *not* be sent to the above address; see the details under 'Assessment' below. Non-assignment material being delivered by courier or in person should go to the Administration Office, EA 121, Easterfield Building, Kelburn Campus, Victoria University of Wellington.

Course description

INFO 528 is an introduction to the common forms of practical research for libraries, archives, records centres, and other information management environments; including quantitative, qualitative and mixed methods research, as well as the evaluation and application of such methods within the discipline.

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.

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 materials

The course material for INFO 528 includes a CD-ROM containing readings associated with each of the 12 modules, augmented by material including study notes for each of the 12 modules on the Blackboard website for INFO 528, at

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

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. See 'Online information' below for further details.

The study notes for each module include a section giving work to prepare for the weekly session. **You should prepare the work listed in this section before the weekly Internet or internal session for that module.** The group discussion/tutorial sessions should not be regarded as a time to catch up on reading not done. Active participation in these sessions will be expected. Reading through the material to prepare for the weekly session *before* starting work on the module will help you to use your study time effectively.

In the course notes you will encounter boxes that separate work to be done from the body of the text. Boxes in this format:



Required reading: Powell, R. R., & Connaway, L. S. (2004). Research and librarianship. In *Basic Research Methods for Librarians* (4th ed., pp. 1–15). Westport, Conn.: Libraries Unlimited. (**Reading 1**)

provide details for a reading which you should do before continuing with the module text. These readings are either included on the INFO 528 CD-ROM, are from the prescribed course text, or are available on the Internet as an online reading. Boxes in this format:

Exercise 1

As a revision exercise for this module, try to summarise, in your own words, the main characteristics of each type of research.

- What are the particular strengths and weaknesses of each?
- Why does each have a place in library and information science?

contain a number of activities or exercises intended to help focus your thinking, prepare you for the next module, or provide assistance with revision of a particular topic. You should consider these, and jot down your answers or conclusions, before continuing with the module text. The exercises will form part of the discussion in the weekly session, and completing them should therefore be viewed as part of the preparation for these sessions.

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.

Time commitment and workload

To achieve a satisfactory result in INFO 528, a time commitment of at least 12.5 hours per week is likely to be needed. Students who have completed university courses in statistics or research methods in a social science discipline, or who have written a thesis, may need less time.

Part of this time commitment will be taken up in your weekly internal or Internet conference session. *Students are expected to attend all sessions, unless prevented due to extraordinary circumstances.* The remaining time should cover:

- reading set texts and articles — you are expected to have read these *before* the weekly session;
- thinking about the module and taking notes on assigned practical work in preparation for the weekly session; and
- writing assignments.

Prescribed text

The prescribed text for INFO 528 is:

Pickard, A. (2006). *Research Methods in Information*. London: Facet Publishing. The price (including student discount) is approximately \$161.95.

Recommended reading

Gorman, G. E. and Clayton, P. (2005). *Qualitative Research for the Information Professional: A Practical Handbook* (2nd ed.). London: Facet Publishing.

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. 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. 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/cms_display.php

Course schedule

INFO 528 will be held in the second trimester (July–October) of the 2007 academic year. There will be no sessions for two weeks during the mid-trimester break (20–31 August).

- **Internal students**

There will be a seminar on Tuesdays (from 1.10–3.00 p.m.) in the Hunter Building, Lecture Room HU 220.

- **Open learning students (including Auckland – there are no separate Auckland mode classes)**

There will be two streams of up to 28 students. The weekly Internet conference sessions will be held on Tuesdays from 5.00-6.30 p.m. and 6.45-8.15 p.m.

Note: contact LIM Administration to book your preferred stream.

Week	Dates	Topic	Lecturer
1	9-13 July	Introduction to LIM research	G Gorman
2	16-20 July	Research process	L Stone
3	23-29 July	Literature review	L Stone
4	30 July-3 Aug.	Theory and ethics	B Chawner
5	6-10 Aug.	The research plan and proposal	L Stone
6	13-17 Aug.	Quantitative methods and analysis – I	CL Liew
Mid Trimester break			
7	3-7 Sept.	Quantitative methods and analysis – II	CL Liew
8	10-14 Sept.	Qualitative methods and analysis – I	L Stone
9	17-21 Sept.	Qualitative methods and analysis – II	L Stone
10	24-28 Sept.	Mixed methods and analysis	L Stone
11	1-5 Oct.	Project management	L Stone
12	8-12 Oct.	Presentation of research	L Stone

Assessment

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

Assessment	Date due	Value	Length
1. Participation	n/a	15%	n/a
2. Integrative literature review	10 August 2007	35%	2500 words approx.
3. Project concept	1 October 2007	50%	3500 words approx.

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 from the material on your CD-ROM, textbook, and other literature, as well as consulting colleagues, with this in mind. Some class time and 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.**

Late assignments

Note: This response to late assignments supersedes any equivalent statement noted in the LIM Administration Handbook.

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

- you will be able to start work on the draft project concept for INFO 580 during the break; and
- many of the module preparatory exercises are designed to build up to Assignment 3.

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

Presentation

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

1. Both written assignments must contain a word count, easily available from your word-processing program. The penalty for not including your word count, or going over the word count, will be 5%.
2. The word count should appear under your name on the final page of the assignment.
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 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 APA 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).

Plagiarism

You should read and take heed of the statement on collaboration and plagiarism on the University website at <http://www.vuw.ac.nz/home/studying/plagiarism.html> 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.***

Criteria for assessment

A standard evaluation sheet will be used when assessing assignments for this course — a copy of this appears on the following page. 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.

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



School of Information Management

EVALUATION SHEET

Student's Name:

Course:

Assignment No:

Essay Evaluation:

- ☆ A blank space is left when an item is not applicable to the essay
- ☆ Items are assigned different weights in your total grade
- ☆ 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:

GRADE:

DATE:

MARKED BY:

Submission

Remember to keep a hard and soft copy of each assignment you send us, just in case the original goes astray. Unless electronic submission via Blackboard is required, assignments should be submitted as follows:

Open learning students:

- **Post:** To LIM O.L.—INFO 528, School of Information Management, Victoria University of Wellington, PO Box 600, Wellington.
- **Courier:** To LIM O.L.—INFO 528, SIM Reception, Room 121, Easterfield Building, Kelburn Parade, Wellington.

Internal students:

- **Post:** To LIM INTERNAL—INFO 528, School of Information Management, Victoria University of Wellington, PO Box 600, Wellington.
- **Deliver:** To the LIM Assignment Box, 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 528, SIM Reception, Room 121, Easterfield Building, Kelburn Parade, Wellington.

Terms

Terms are the minimum course requirements that must be satisfied in order to earn the right to be assessed for a final grade. Terms will be granted to students who have:

- submitted the two written 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 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 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.

The `lim-students` email discussion list is used to make important announcements and to share news and ideas relating to the LIM programmes. It is vital that all staff and students are subscribed. Please make sure that your current email address is subscribed -- one that you check regularly. It is very important that students remain a member of this list until after graduation as the list is used as a main form of communication of important administration messages (including graduation messages).

Emails are sent to `lim-students` often, so if you have not had contact for a few weeks it is a good idea to check if you are still subscribed. If an email is rejected by your email account, you will automatically be unsubscribed.

To subscribe, go to:

<http://lists.vuw.ac.nz/mailman/listinfo/lim-students>

General University information

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 Statutes and Policies

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 hardcopy or under "about Victoria" on the VUW homepage at:

http://www.vuw.ac.nz/home/about_victoria/calendar_intro.html

Information on the following topics is available electronically at:

http://www.vuw.ac.nz/home/studying/downloads/course_outlines_general_information.pdf

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

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 students 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 penalized 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:

<http://www.vuw.ac.nz/home/studying/plagiarism.html>

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.