TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI

VICTORIA
UNIVERSITY OF WELLINGTON

School of Information Management

INFO 535: INTRODUCTION TO RECORDS MANAGEMENT

Trimester Two 2007

Gillian Oliver

Hello and welcome to INFO 535, Introduction to Records Management, which will be coordinated and taught by Gillian Oliver.

Gillian has been involved in recordkeeping education in New Zealand for a number of years, and is currently also teaching records management online for San Jose State University in California. She is part of the digital preservation team at Archives New Zealand and very aware of the importance of having records management expertise in New Zealand government agencies.

I hope you enjoy this course. If you wish to discuss any aspect of the course with me, you can contact me by:

Email: gillian.oliver@vuw.ac.nz

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

Fax: (04) 463 5446

Freephone: 0800 11 62 99 (for students calling from outside Wellington; the SIM Administrator can relay a message).

Room: Gillian will be on campus for her teaching days and appointments to see her should be made well in advance.

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. 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 535]

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

Gillian Oliver
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 535 provides education in recordkeeping at a fundamental level. The focus is on those functions, principles, and techniques that are required in the operation of a sound records management programme. The course also provides students with a foundation for the development of further knowledge and skills.

Course objectives

By the end of the INFO 535 course, a student should:

1.   Have an overview of the basic concepts and theories of recordkeeping and its historical development, with an emphasis on records management.

2.   Be familiar with the environment within which records management operates in New Zealand and internationally.

3.   Be able to describe the roles and responsibilities of records managers and the relationship between their work and that of archivists and other information professionals.

4.   Have an introductory knowledge of the major records management functions, principles, and techniques.

5.   Understand the major considerations, tools, and processes involved in organising and managing a records management programme.

6.   Be aware of some of the major technological issues facing records managers, particularly electronic records.

Course materials

The course material for INFO 535 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 535, 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 make sure that you complete the work listed in this section 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 any exercises.

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

To achieve satisfactory grades, you should expect to spend 12.5 hours per week on INFO 535 (including time spent in the weekly session). Up to two hours per week will be spent in the weekly seminar, in which you will be expected to contribute to the discussion. The balance of your time should be spent reading the material in the CD-ROM, course text, and on the Internet, and doing your preparation work for the weekly session and assignments.

Prescribed text

Kennedy, J. & Schauder, C. (1999). *Records Management: A Guide to Corporate Record Keeping* (2nd ed.). South Melbourne: Longman. The price to students is $79.95 approx.

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. 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/cms_display.php`

Course schedule

INFO 535 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 August-2 September).

- **Internal students**
  There will be a seminar on Thursdays (from 2.10– 4.00 p.m.) in the New Kirk Building, Room KK 202.

- **Open learning students**
  The weekly Internet conference sessions will be held on Thursdays from 5.00-6.30 p.m.

Schedule

Week	Dates	Topic	Text chapters
1	4-8 July	Theory and concepts	1
2	11-15 July	Strategies	2, 3, 4 (pp. 65–69), 5, Appendix E
3	18-22 July	Control — I	6, 7, 8 (pp. 166–74, 184–89), Appendix A
4	25-29 July	Control — II	9, 10 (pp. 214–40)
5	1-5 Aug.	Accessibility	—
6	8-12 Aug.	Disposal — I	4 (pp. 63–65, 69–90)
7	29 Aug.-2 Sept.	Disposal — II	—
8	5-9 Sept.	Storage	8 (pp. 174–83), 11, 12
9	12-16 Sept.	Electronic records — I	—
10	19-23 Sept.	Electronic records — II	—
11	26-30 Sept	Archives — I	—
12	3-7 Oct.	Archives — II	—

Assessment

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

Assignment	Date due	Value	Length
1. Annotated Bibliography/ Oral Presentation/	various	Bibliography 40%; Presentation 10%;	2000 words; 5 minutes;
2. Essay	15 Oct.	50%	2000 words max.

Late assignments

Assignments submitted or postmarked after they are due will have a 5% penalty imposed unless an extension has been granted by the course coordinator. Assignments submitted or postmarked 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.

Word count

Each submitted assignment 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%.

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***.

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 535, School of Information Management, Victoria University of Wellington, PO Box 600, Wellington.
- **Courier:** To LIM O.L.—INFO 535, Administration Office, Easterfield Building, Kelburn Parade, Wellington.

Internal students:
- **Post:** To LIM INTERNAL—INFO 535, 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 535, Administration Office, Easterfield Building, Kelburn Parade, Wellington.

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

<div align="center">

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

</div>

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

Instructions for Subscribing to the New Zealand Records List

As Course Coordinator, I recommend that you sign up for the New Zealand Records List for the duration of the course. The list usually receives around five messages a day and has an interesting mix of members — records managers, archivists and librarians.

Some of my colleagues also subscribe. Often short term work contracts are advertised and full-time jobs, as well as the regular meetings held by the Records Management Association of Australasia and the Archives and Records Association of New Zealand, which you are able to attend as a guest.

To subscribe, send a message to:

> majordomo@listserv1.openpolytechnic.ac.nz

The subject line should be left blank, then in the body of the message type:

> subscribe nzrecords

If you wish to unsubscribe at the end of the course, in the body of the message type:

> unsubscribe nzrecords

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.