



School of Information Management

INFO 544: ADVANCED REFERENCE SERVICES

Trimester Two 2007



Alastair Smith

Kia ora / Hello and welcome to INFO 544, Advanced Reference Services, which will be coordinated by Alastair Smith.

Alastair was a reference librarian and special librarian before coming to VUW, as well as being a teacher and having involvement with database projects. He will draw on his experience in reference work, online searching, and Web design to teach this course.

INFO 544 focuses on advancing your knowledge of reference and information work gained in INFO 523, Information Sources and Client Services. INFO 544 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, Māori and other New Zealand information, and specific subject disciplines.

We will explore advanced online searching skills, using Dialog and 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, New Zealand and Māori information, the humanities, science/technology, and business/law. We will also explore the potential for virtual reference services.

If you need to contact me during the course, you can reach me by:

- Email:** `alastair.smith@vuw.ac.nz`
- Telephone:** (04) 463 5785 (for calls within the Wellington free calling area).
Alternatively, call the Administration Office on (04) 463 5103.
- 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 227, Easterfield Building.

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 544]

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

Alastair Smith
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 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.

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.
5. Understand the traditional forms of the creation and dissemination of knowledge in Māori society, discuss issues specific to the ownership of Māori information, and be able to identify repositories of such information.

Classroom Instruction Programme

The Dialog accounts, and other accounts that you have access to for this course, should only be used by yourself for course-related searches. Failure to do this could result in future students losing access to these resources. **You should also note** that our Dialog accounts have a limit of 150 records output per hour of use. Please make sure you complete and return the Dialog agreement form, which is available as a download on your CD-ROM and Blackboard.

Course materials

The course material for INFO 544 includes a CD-ROM containing readings associated with each of the 12 modules, augmented by material on the Blackboard website for INFO 544, available 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.

Each week, discussion will be based on both:

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

Since the course will be conducted as a series of seminars, in which I hope you will have as much to contribute as I do, it is important that you have done the reading and can bring an informed point of view to class discussions. In some sessions I may ask you to talk about a specific topic, or to share your experience in exploring the resources we are discussing with the rest of your seminar group. You should always be prepared for this.

Using or quoting course notes

The course notes used in the LIM programmes have been developed over a period of time. 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

You should expect to spend 12.5 hours per week on this course. Part of this time commitment will be taken up in your weekly internal or Internet conference session. The remaining time should cover:

- reading set texts and articles — you are expected to have read these *before* the weekly session;
- reflecting on issues presented in the module and preparing assigned practical work for the weekly session; and
- researching and writing assignments.

Course schedule

INFO 544 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**
Wellington-based students will have a weekly face-to-face class (10.00–11.50 p.m. on Thursdays) in the Easterfield Building, EA 001.
- **Open learning students**
The weekly Internet conference sessions will be held on Thursdays from 6.45–8.15 p.m.

Week	Dates	Topic
1	4-8 July	Advanced searching skills: Dialog 1
2	11-15 July	Advanced searching skills: Dialog 2
3	18-22 July	Advanced Internet searching skills
4	25-29 July	Business information
5	1-5 Aug.	Health information
6	8-12 Aug.	Constructing Web-based resource guides
7	29 Aug.-2 Sept.	Science and technology information
8	5-9 Sept.	Māori information
9	12-16 Sept.	Humanities & social science information
10	19-23 Sept.	Legal information and government information
11	26-30 Sept.	Virtual reference services
12	3-7 Oct.	Resource guide presentations

Assessment

None of the LIM courses has a formal final examination. This course will be internally assessed, and there will be online tests, an assignment, and a participation assessment due during the trimester.

Assignment	Date due	Value
1. Online tests	Wednesday, weeks 2–12	20%
2. Annotated Dialog search	3 September	35%
3. Web-based resource guide	15 October	35%
4. Participation	Assessed weekly	10%

Late assignments

The policy on late assignments, including penalties, will be as detailed in the *LIM Administration Handbook*.

Word limits

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

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

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.

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 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.

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.