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

School of Information Management

INFO 523: INFORMATION RESOURCES AND CLIENT SERVICES

Trimester One 2008

Alastair Smith

Welcome to INFO 523, Information Resources and Client Services, which will be coordinated by Alastair Smith with some modules taught by Rowena Cullen. This course is an introduction to the tools and techniques of reference and information work. Topics include the nature of reference and information work; issues of information literacy and user education; management of reference services; types of reference tools and their evaluation; search strategies; and the use of electronic searching tools.

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

Email: alastair.smith@vuw.ac.nz

Telephone: (04) 463 5785. 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 5213 at the recorded message to talk to me). Alternatively, the SIM Administrator can relay a message.

Fax: (04) 463 5446

Room: EA 227, Easterfield Building, on the second floor. If I'm not in my room, send an email message, leave a note, or a phone message to arrange a time to see me.

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

Alastair Smith

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.

MLIS Administrator:	Lori Parker
Room:	121 Easterfield Bldg, Kelburn Pde, Wellington
Telephone:	463 5309
Email:	lori.parker@vuw.ac.nz

Course materials

The course material for INFO 523 includes a CD-ROM containing readings, course notes, and video material associated with each of the 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.

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. 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.

2. Use effective search strategies for searching print and electronic resources, including the Internet.

3. Apply appropriate criteria for evaluating print and digital sources of reference information.

4. Understand the nature of reference enquiries and services, and be able to interact effectively with a range of users to clarify their information needs.

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 12.5 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 2008 academic year. There will be no sessions for two weeks during the mid-trimester break (14-27 April).

Internal students
There will be a seminar on Mondays (from 11.00 a.m.-12.50 p.m.) in the Easterfield Building, EA 206.

Open learning students
The weekly conference sessions will be held on Mondays from 5.00-6.30 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	Chapters
1	25 Feb.	Intro to reference and information work, search strategy (incl Search strategies for digital databases), evaluating reference tools	1, 3, 17
2	3 March	Categories of reference queries and information sources; Ready reference tools - encyclopedias, and dictionaries	5, 7
3	10 March	Ready reference tools -- almanacs, yearbooks, and directories; biographical and geographical sources	6, 10, 11
4 & 5	17 March	Search tools: indexes and abstracts	8
6	31 March	Search tools: bibliographies and catalogues	4
7	7 April	Searching the internet	13

Mid-term break

Week	Starting	Topic	Chapters
8	28 April	User needs, Information-seeking behaviour, and question negotiation	
9	5 May	The reference interview: interpersonal communication skills	2
10	12 May	Information literacy	
11	19 May	User education	16
12	26 May	Management & evaluation of information services	18, 19, 20

Assessment

None of the LIM courses has a final examination. This course will be internally assessed. **Full details, including explanatory notes and criteria, are available under "Assignments" on Blackboard**.

Assignment	Date due	Value	Length
1. Information resource evaluation	7 April	40%	1500-2500 words approx.
2. Video of reference interview	19 May	20%	5-10 minute video
3. Weekly submission on Blackboard of exercises/answers for each module	midnight Sunday, after class on that topic	40%	Exercises, multiple choice and brief answer questions

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. See submission details on Blackboard.

Mandatory course requirements

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

- attended a minimum of 75% of the scheduled Internet conference[1] or seminar sessions;

- submitted the assignments required for assessment within the time allowable.

Prescribed and recommended text

In 2008, there is a prescribed text for INFO 523:

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

The price (including student discount) is approximately $158.95. The 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. It is also possible to order texts through the Vic Books' online book ordering service. You can use any of these methods to place an order.

Recommended reading

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

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.

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[1] To be considered in attendance at an Internet conference session, an open learning student must be able to contribute orally to the session using the Internet conferencing software; that is, the student must have a working microphone attached to his or her computer making it possible to respond to questions, and to contribute ideas orally.

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 Vista, 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

Staff of the LIM programmes use the `lim-students` email discussion list to make important announcements, and to share news and ideas relating to the LIM programmes. **It is very important that you are subscribed to this list**. Please make sure that a current email address which you check regularly is subscribed.
We suggest that you remain a member of this list until **after you graduate,** because the list is used as the main channel to communicate important administration messages (including those about arrangements for graduation).

Emails are sent to `lim-students` regularly, so if you have not received any list messages for a few weeks it is a good idea to make sure you are still subscribed. If a list message is rejected by your email account you will automatically be unsubscribed from the list. **To subscribe, unsubscribe, and change your email address or options, go to**

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

Confirmation: When you subscribe or unsubscribe to `lim-students`, you will receive a confirmation message. To confirm the action, click reply and send. You will then receive a welcome or goodbye message.

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 on the ground floor (EA005).
This counter is the first point of contact for :

- 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.

Notice of Turnitin Use

Student work provided for assessment in this course may be checked for academic integrity by the electronic search engine <http://www.turnitin.com>. Turnitin is an on-line plagiarism prevention tool which identifies material that may have been copied from other sources including the Internet, books, journals, periodicals or the work of other students. Turnitin is used to assist academic staff in detecting misreferencing, misquotation, and the inclusion of unattributed material, which may be forms of cheating or plagiarism. *At the discretion of the School, handwritten work may be copy typed by the School and subject to checking by Turnitin*. You are strongly advised to check with your tutor or the course coordinator if you are uncertain about how to use and cite material from other sources. Turnitin will retain a copy of submitted materials on behalf of the University for detection of future plagiarism, but access to the full text of submissions will not be made available to any other party.

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 www.victoria.ac.nz/home/about/policy/students.aspx. For information on the following topics, go to the Faculty's website www.victoria.ac.nz/fca under Important Information for Students:
- 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: www.victoria.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 6015. To contact the Pacific Support Coordinator, email pacific-support-coord@vuw.ac.nz or phone (04)