TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI

VICTORIA
UNIVERSITY OF WELLINGTON

SCHOOL OF INFORMATION MANAGEMENT

INFO 544: Advanced Reference Services

Trimester 3, 2008

COURSE OUTLINE

Contact Details

Course Coordinator:	**Name**	Alastair Smith
	Room	Easterfield Building; EA 227
	Tel	463 5875
	Email	alastair.smith@vuw.ac.nz
Programme Administrator:	**Name**	Christine King
	Room	121 Easterfield Bldg, Kelburn Pde, Wellington
	Tel	463 5875
	Email:	christine.king@vuw.ac.nz

Class times

INFO 544 will be held in the third trimester of the 2008 academic year as **a five week intensive course, from 17 November to 19 December**.

- **Internal students**
  There will be a seminar on Tuesdays (from 10.00-11.50 a.m.) in the Easterfield Building, Lecture Room EA 004.
- **Distance students**
  The weekly Internet conference sessions will be held on Tuesdays from 6.45-8.15 p.m.

Note: There will also be activities based on discussion board and project work that will be the equivalent of another class. There may be some extra tutorials scheduled as required.

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 subject disciplines that have particular characteristics.

Learning objectives

By the end of INFO 544, students should be able to:

1. Carry out searches on the Internet and online databases at an advanced level, and evaluate the information found.

2. Understand issues in the implementation and evaluation of virtual reference services.

3. Understand issues relating to the storage and dissemination of Māori information, and be able to respond to requests for Māori information appropriately.

4. Understand the structure and sources of information in the specialist subject areas of legal, government, statistical, scitech, health, and business information.

Time commitment

INFO 544 will be delivered as an intensive course in 2008, from 17 November to 19 December. You will be working intensively during those 5 weeks, and should take this into account in planning your commitments.

You should expect to spend about 20 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.

Please note: All other course information and any updates or announcements are available only on the course Blackboard website. See 'Online information' for more on this.

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
1. Weekly exercises	Monday following each weekly session (except Module 5 due 19 Dec.)	45%
2. Annotated online search	8 December 2008	40%
3. Group wiki	Monday of the week to which the topic of your wiki relates.	15%

Late assignments

The nature of Assignment 1 and 3 is such that they must be completed by the due date. Submissions for Assignment 2 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 coordinator. Exemptions are only granted in the case of severe illness or bereavement.

Word count

Assignments in INFO 544 do not have a specific word count, but there will be indications of the length expected, and conciseness is an evaluation criteria in all assessment.

Presentation

Details of the LIM Group's assignment policy, including presentation, will be found in the *Administration Handbook.*

Plagiarism

You should read and take heed of the statement on collaboration and plagiarism on the University website 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.

Note: Student work provided for assessment in this course may be checked for academic integrity by the electronic search engine <http://www.turnitin.com>.

Submission

Electronic submission via Blackboard is required; instructions are available on Blackboard under 'Assignments'. Remember to keep a hard and soft copy of each assignment you send us, just in case the original goes astray.

Mandatory course requirements

To fulfil the mandatory requirements for this course you must complete all of the assignments in the required timeframe.

Withdrawal dates: Information available via
http://www.victoria.ac.nz/home/admisenrol/payments/withdrawlsrefunds.aspx

Course schedule

Modules & Dates		Topic
1	Nov. 18	Advanced online searching
2	Nov. 25	Advanced Internet searching
3	Dec. 2	Virtual reference
4	Dec. 9	Legal, government, statistical, and business information
5	Dec. 16	Māori, SciTech, and health information

Students with special requirements

Students who have special requirements which are relevant to their successful completion of this course should speak to the Course Coordinator as soon as possible so that appropriate arrangements can be made.

Prescribed text

There is no prescribed text for this course. You are expected to be diligent in completing the weekly readings for each module instead.

Course resources

The course material is accessed through the Study Guide on the Blackboard website for INFO 544, available at http://blackboard.vuw.ac.nz

The Blackboard study guide is augmented by material on a CD-ROM containing readings associated with each of the modules.

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 guide on Blackboard includes work to prepare for the weekly session. You should make sure that you complete the work listed in this section, including any exercises, before the weekly session for that module. Each week, discussion will be based on both:

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

Online information

In addition to material on the CD-ROM, you will be required to use the online resources for this course that are available in the School's Blackboard online learning environment:

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

The Blackboard environment will contain a Web-based forum for discussion of issues related to the course, links to sites of interest, additional readings and information, updates, etc. You should read the appropriate module web pages and coursenotes in conjunction with the material on your CD-ROM. 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 Vista, 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

Changing your e-mail address

If you change email addresses, you must unsubscribe from `lim-students` and re-subscribe with your new email address.

VUW ADMINISTRATIVE 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.

Use of Turnitin

The following words (modified as necessary for particular circumstances) should appear in course outlines, when work submitted by students is likely to be checked by *Turnitin*.

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 Head of 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: including the work of others will not be considered plagiarism as long as the work 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 penalised 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) 463 5842.