

FACULTY OF COMMERCE AND ADMINISTRATION  
 STUDENT AND ACADEMIC SERVICES

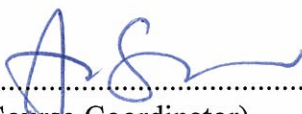
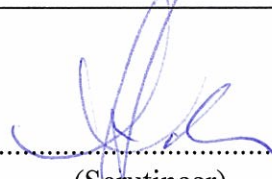
**Course Outline Approval Form**  
 (Please complete one of these forms for each course)

Course Code (not CRN)	<u>INFO523</u>	Trimester taught	<u>1</u>
Course Title	<u>Information Resources and Client Services</u>		
Course Coordinator Name (please print)	<u>Alastair Smith</u>		
Scrutineer Name (please print)	<u>Kay DeMalmanche</u>		

We confirm that the Outline for the above course meets Faculty and University requirements as set out in the Course Outline Template, and as described in detail in the Assessment Handbook 2006, Section 3 *Course Outlines*.

Please note in particular paragraph 3.4 of the 2006 Assessment Handbook, that each course outline must be carefully checked and signed off as correct by another academic staff member (the scrutineer).

Please ensure that this completed form is sent, duly signed, to Anthea O'Sullivan, Room RWW111, by Friday 6 March 2009 for First Trimester courses.

Signed.....		
	(Course Coordinator)	(Scrutineer)
Date.....	<u>4 Mar 09</u>	<u>4.3.09</u>




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School of Information Management

**INFO 523: INFORMATION RESOURCES AND  
CLIENT SERVICES**

Trimester One 2009

**COURSE OUTLINE**

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**Contact Details**

<b>Course Coordinator:</b>	<b>Name</b>	Alastair Smith
	<b>Room</b>	EA 227, Easterfield Building
	<b>Tel</b>	+64 4 463-5785
	<b>Email</b>	<u><a href="mailto:alastair.smith@vuw.ac.nz">alastair.smith@vuw.ac.nz</a></u>
<b>Programme Administrator:</b>	<b>Name</b>	Chris King
	<b>Room</b>	121 Easterfield Bldg, Kelburn Pde, Wellington
	<b>Tel</b>	463 5309
	<b>Email:</b>	<u><a href="mailto:christine.king@vuw.ac.nz">christine.king@vuw.ac.nz</a></u>

**Class times**

INFO 523 will be held in the first trimester (March-June) of the 2009 academic year. There will be no sessions for two weeks during the mid-trimester break (13-26 April).

- **Internal students**  
There will be a seminar on Mondays (from 2.10-4.00 p.m.) in the Murphy Building, MY 102.
- **Open learning students**  
The weekly conference sessions will be held on Mondays from 6.45-8.15 p.m.
- **Open learning students (within Auckland)**  
Sessions for Auckland students will be delivered by a mixture of audioconferencing (Tuesdays from 5.00-6.30 p.m.) and face-to-face teaching. Auckland students should refer to the separate 'Auckland mode' timetable for details.

<b>Week</b>	<b>Dates</b>	<b>Topic</b>	<b>Textbook chapters</b>
1	2-6 March	Introduction to reference and information work, Information-seeking behaviour and the reference interview	1,2
2	9-13 March	Search strategy and tactics	3
3	16-20 March	Searching the Internet	13
4	23-27 March	Answering questions about publications: bibliographies and catalogues	4
5	30 March-3 April	Answering questions about anything and everything: encyclopedias, ready reference sources, and dictionaries	5,6,7
6	6-10 April	Answering questions from periodicals: indexes and abstracts	8
7	27 April-1May	Answering questions about countries and people	10, 11
8	4-8 May	Evaluating reference tools	17
9	11-15 May	Information literacy, User education and Readers advisory work	14,15,16
10	18-22 May	Māori information sources and services	
11	25-29 May	Information services to special communities (e.g. Pasifika, Asian)	
12	1-5 June	Management and evaluation of reference work; future of reference	

**Note:** there will be no scheduled class on Monday in Week 12, since 1 June is a public holiday, but learning activities for this module will take place in BlackBoard.

## **Course description**

This course 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. Understand the nature of reference enquiries and services, and be able to interact effectively with a range of users to clarify their information needs.
2. 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.
3. Use effective search strategies for searching print and electronic resources, including the Internet.
4. Apply appropriate criteria for evaluating print and digital sources of reference information.
5. Understand the importance of information literacy and the role of information services in developing information literacy skills and user education.
6. Be able to offer reader's advisory services.
7. Be able to market information services to target user groups.
8. Be able to offer appropriate information service to Māori, and on Māori topics.
9. Be aware of issues in the provision of information service to information service to special communities, such as Pasifika and Asian.

## Prescribed and recommended text

Cassell, K. A. & 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](mailto: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 texts

- Bopp, R. E. & 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 (in print or online) *Reference and User Services Quarterly*, *Reference Services Review*, *Online* and *Econtent*. You should also carry out searches on specific topics on Library and Information Science Abstracts (LISA), Library Literature and Information Science, and Library and Information Science and Technology Abstracts (LISTA).

### Time commitment

To achieve satisfactory grades, you should expect to spend around twelve hours per week on INFO 523 (including time spent in the weekly session). Up to two hours per week will be spent in the weekly session. The balance of your time should be spent reading the material in the CD-ROM, on Blackboard and on the Internet, and doing your preparation work for the weekly session and assignments.

### Mandatory course requirements

To fulfil the mandatory course requirements for this course, you must:

- attend a minimum of 75% of the scheduled class sessions, and participate in class discussions;
- complete all of the assignments in the required timeframe.

**Withdrawal dates:** Information available via

<http://www.victoria.ac.nz/home/admisenrol/payments/withdrawalsrefunds.aspx>

### 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	19 May	40%	1500-2500 words approx.
2. Presentation on a information services topic	Week of presentation	40%	5 minute presentation and handout.
3. Weekly submission on Blackboard of exercises/answers for each module	Midnight Sunday after module completed	20%	Exercises, multiple choice and brief answer questions

**Late assignments**

Assignments submitted or postmarked after they are due will have a 10% penalty imposed. Assignments submitted more than one week late without an extension will be given a zero grade. All requests for extensions must be made in writing or via email before the due date, and must state a reason for the extension.

**Word count**

All work submitted **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 last page of the assignment.)

**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. 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**

Remember to keep a copy of each assignment you send us, just in case the original goes astray. **Assignments should be submitted electronically via the links under "Assignments" in Blackboard.**

**Course resources**

The course material for INFO 523 includes a CD-ROM containing readings for each of the modules, augmented by material on the Blackboard website, see 'Online Information' below. 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 any 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:

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

### **Using or quoting course notes**

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.

### **Online information**

You can access the School's Blackboard online learning environment at:

<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 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](mailto: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.



## 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 Office on (04) 463 5376.

### Use of 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 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](http://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](http://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](http://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](mailto:manaaki-pihipihinga-programme@vuw.ac.nz) or phone (04) 463 6015. To contact the Pacific Support Coordinator, email [pacific-support-coord@vuw.ac.nz](mailto:pacific-support-coord@vuw.ac.nz) or phone (04) 463 5842.