



School of Information Management

INFO 523: INFORMATION RESOURCES AND CLIENT SERVICES

Trimester One 2010

COURSE OUTLINE

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Class times

INFO 523 will be held in the first trimester (March-June) of the 2010 academic year. There will be no sessions for two weeks during the mid-trimester break (5-18 April).

- **Internal students**
There will be a seminar on Mondays (from 10.00-11.50 a.m.) in the Cotton Building, CO 228.
- **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 (Wednesdays from 6.45-8.15pm.) and face-to-face teaching. Auckland students should refer to the separate 'Auckland mode' timetable for details.

Week	Dates	Topic	Textbook chapters
1	1-5 March	Introduction to reference and information work, information-seeking behaviour, and the reference interview	1,2
2	8-12 March	Search strategy and tactics	3
3	15-19 March	Searching the Internet	13
4	22-16 March	Answering questions about publications: bibliographies and catalogues	4
5	29 March-2 April	Answering questions about anything and everything: encyclopedias, ready reference sources, and dictionaries	5, 6, 7
Mid-trimester break			
6	19-23 April	Answering questions from periodicals: indexes and abstracts	8
7	26-30 April	Answering questions about countries and people	10, 11
8	3-7 May	Māori information sources and services	
9	10-14 May	Evaluating reference tools	17
10	17-21 May	Information literacy, User education and Readers advisory work	14, 15, 16
11	24-28 May	Information services to special communities (e.g. Pasifika, Asian)	
12	31 May-4 June	Management and evaluation of reference work; future of reference	18, 19, 20, 21

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 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 digital format, including ready reference tools, bibliographies, indexes, and abstracts.
3. Use effective search strategies for searching print and digital 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. Offer reader's advisory services.
7. Market information services to target user groups.
8. Offer appropriate information service to Māori, and on Māori topics.
9. Provide information service to special communities, such as Pasifika and Asian.

Time commitment

You should expect to spend 10-15 hours per week studying for this course, and attending the weekly session. Remember to allow plenty of time for searching the information sources referred to. This applies particularly to digital 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.**

Assessment

This course will be internally assessed. **Full details, including explanatory notes and criteria, are available under “Assessment” on Blackboard.**

Assignment	Date due	Value	Length
1. Weekly submission on Blackboard of exercises/answers for each module	Midnight Monday, after module completed	20%	Exercises, multiple choice and brief answer questions
2. Pathfinder	11 May	40%	equivalent of 1000-2000 words approx
3. Information resource evaluation	8 June	20%	1500-2500 words approx.

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 assignment policies, including information regarding presentation and plagiarism, will be found in the Information Studies pages under 'My Organizations' on Blackboard.

Plagiarism

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>. Turnitin is an on-line plagiarism prevention tool which compares submitted work with a very

large database of existing material. At the discretion of the Head of School, handwritten work may be copy-typed by the School and subject to checking by Turnitin. 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.

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 "Assessment" in Blackboard.**

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 from courses:

Withdrawal dates: Late withdrawals with Associate Dean (Students) permission (See **Section 8: Withdrawals - from the Personal Courses of Study Statute**)

<http://policy.vuw.ac.nz/Amphora!~~policy.vuw.ac.nz~POLICY~000000001743.pdf>

Withdrawal dates: Refunds:

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

Class representative

A class representative will be elected in the first class, and that person's name and contact details will be available to VUWSA, the Course Coordinator and the class.

The class representative provides a communication channel to liaise with the Course Coordinator on behalf of students.

Prescribed and recommended text

The prescribed text for INFO 523 is:

Cassell, K. A. & Hiremath, U. (2009). *Reference and information services in the 21st century: An introduction* (2nd ed.). New York: Neal-Schuman

The price to VUW students is approximately \$123.95.

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 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).

Course resources

The course material includes a CD-ROM containing readings associated with each of the modules plus video material, augmented by modules on the Blackboard website for INFO 523; see Online Information below.

Students should note that some modules on Blackboard 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"

Each week, discussion will be based on both:

1. Required readings from the material provided and your course textbook;
2. introductory material, discussion points, and exercises.

Online information

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

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

The Blackboard pages 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 pages and course notes in conjunction with the material on your CD-ROM. If you have any difficulties logging on please contact the Help Desk, at:

its-service@vuw.ac.nz

All students will also be automatically enrolled in the Information Studies community under 'My Organizations' on Blackboard. General announcements and information will be posted here, and students should check this site regularly.

Internet conferencing

Distance sessions are conducted via the Internet; 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 IST Room; additional Discussion Rooms are

available for breakout groups, and as a "waiting room" if a class is proceeding in the main IST 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; further details, including screen name conventions, are also available on the Information Studies pages under 'My Organizations' on Blackboard.

For problems with the Internet Conferencing site itself, first check the online help information. If your problem is not resolved please contact our in-house IT Support, which is available only during the evening Internet Conferencing sessions:

- Freephone: 0800 116 299 (5-8 p.m. only) -- office phone forwarded directly to distance education support analyst during evenings
- Email: simconferencing@vuw.ac.nz

If for some reason a session does not run, check on Blackboard for an announcement of any alternative arrangements that the lecturer is making. Recordings of all distance sessions are also available for downloading from Blackboard.

Students email list

Staff of the Information Studies Programmes use the ist-students email discussion list to make important announcements, and to share news and ideas relating to the 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 ist-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:

<http://lists.vuw.ac.nz/mailman/listinfo/ist-students>

General University information

For the following important information follow the links provided:

Academic Integrity and Plagiarism

<http://www.victoria.ac.nz/home/study/plagiarism.aspx>

General University Policies and Statutes

<http://www.victoria.ac.nz/home/about/policy>

AVC (Academic) Website: information including: Conduct, Academic Grievances, Students with Impairments, Student Support

http://www.victoria.ac.nz/home/about_victoria/avcacademic/Publications.aspx

Faculty of Commerce and Administration Offices

<http://www.victoria.ac.nz/fca/studenthelp/>

Manaaki Pihipihinga Programme

http://www.victoria.ac.nz/st_services/mentoring/