

School of Information Management

**INFO523 INFORMATION RESOURCES AND CLIENT SERVICES**

Trimester One 2011

**COURSE OUTLINE**

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**Names and Contact Details**

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*Phoning from outside Wellington:* phone 0800 116 299 and ask to be connected to the appropriate staff member.

**Trimester Dates**

From Monday 28 February to Friday 1 July (last classes 30 and 31 May).

**Withdrawal from Course**

1. Your fees will be refunded if you withdraw from this course on or before 11 March 2011.
2. The standard last date for withdrawal from this course is 14 May 2011. After this date, students forced to withdraw by circumstances beyond their control must apply for permission on an 'Application for Associate Dean's Permission to Withdraw Late' including supporting documentation

The application form is available from either of the Faculty's Student Customer Service Desks, or by emailing the IST programmes administrator.

## Class Times and Room Numbers

### Weekly classes

- **Internal students** Mondays 1.40-3.30 pm in the West Wing of the Wellington Railway Station RWW315
- **Open learning students other than Auckland** The weekly Internet conference sessions will be held on Mondays from 6.45-8.15 p.m. Use the “i-Conferencing” link in Blackboard for details, and to connect.
- **Open learning students (Auckland)** The weekly Internet conference sessions will be held on Tuesdays from 5.00-6.30 p.m. Use the “i-Conferencing” link in Blackboard for details, and to connect. Note that the INFO527 Internet conference will be held at the same time – Blackboard will give details of the correct conference room.

### Workshops

There will be two three hour workshops, covering the skills and background required to complete the two major assignments. Further details will be provided on Blackboard.

#### Internal Students

*Search skills/Pathfinder workshop* week of 28 March-1 April

*User education workshop* week of 16-20 May

#### Open learning students other than Auckland

*Search skills/Pathfinder workshop*: Internet conference 5-8pm Thursday 31 March.

*User education workshop*: Internet conference 5-8pm Thursday 19 May.

#### Open learning students (Auckland)

*Search skills/Pathfinder workshop*: Auckland 10.30-2pm Saturday 2 April.

*User education workshop*: Auckland 10.30-2pm Saturday 21 May.

## Course Content

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

### Schedule

Week	Dates	Topic	Textbook chapters	Tutorials/ Assignments
1	28 Feb-4 March	Introduction to reference and information work, information-seeking behaviour, and the reference interview	1,2	
2	7-11 March	Search strategy and tactics	3	
3	14-18 March	Searching the Internet	13	
4	21-25 March	Answering questions about publications: bibliographies and catalogues	4	
5	28 March-1 April	Answering questions about anything and everything: encyclopedias, ready reference sources, and dictionaries	5, 6, 7	Search skills/Pathfinder workshop
6	4-8 April	Answering questions from periodicals: indexes and abstracts	8	

7	11-15 April	Answering questions about countries and people	10, 11	
<b>Mid-trimester break</b>				Pathfinder Assignment 29 April
8	2-6 May	Māori information sources and services		
9	9-13 May	Information literacy & User Education	16	
10	16-20 May	Readers advisory work	14	User education workshop
11	23-27 May	Information services to special communities (e.g. Pasifika, Asian)		
12	30 May-3 June	Management and evaluation of reference service; future of reference	17- 21	
				User education assignment 7 June

### **Course 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.

### **Course Delivery**

#### ***Weekly seminars, and Tutorials***

See "Class times and room numbers", above

#### ***Course materials***

A study guide, readings and other materials will be made available through Blackboard and the course CD-ROM.

#### ***Online discussion***

We will use the Blackboard online discussion board to discuss matters relating to the course.

### ***IST programmes information***

Information relating to the Information Studies programmes will be found in the Blackboard Community *Information Studies*, and through the IST-students email list.

### **Expected Workload**

You should expect to spend 10-15 hours per week studying for this course and attending the classes and tutorials. 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.**

### **Readings**

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 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.

### ***Suggested background reading: books***

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

### ***Suggested background 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 the databases Library and Information Science Abstracts (LISA), Library Literature and Information Science

### **Assessment Requirements**

This course will be internally assessed. All assessment will be submitted online via Blackboard. Full details are available under "Assessment" on Blackboard.

<b>Assignment</b>	<b>Date due</b>	<b>Value</b>	<b>Length</b>
1. Weekly submission on Blackboard of exercises/answers for each module	Midnight Friday of module week	20% in total	Exercises, multiple choice and brief answer questions
2. Pathfinder	29 April	40%	Equivalent of 1000-2000 words approx
3. User education plan	7 June	40%	Equivalent of 1000-2000 words approx

Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and audit purposes. The findings may be used to inform changes aimed at improving the quality of FCA programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

### **Penalties**

Assignments submitted 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.**

### **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.

### **Class Representative**

The IST programmes have a student committee which provides a communication channel to liaise with the Programmes Director and course coordinators on behalf of students.

### **Communication of Additional Information**

Further details about the course, and additional information, will be made available through Blackboard.

### **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 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.

**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**

Find key dates, explanations of grades and other useful information at [www.victoria.ac.nz/home/study](http://www.victoria.ac.nz/home/study).

Find out about academic progress and restricted enrolment at

<http://www.victoria.ac.nz/home/study/academic-progress.aspx>.

The University's statutes and policies are available at [www.victoria.ac.nz/home/about/policy](http://www.victoria.ac.nz/home/about/policy), except qualification statutes, which are available via the Calendar webpage at

<http://www.victoria.ac.nz/home/study/calendar.aspx> (See Section C).

Further information about the University's academic processes can be found on the website of the Assistant Vice-Chancellor (Academic) at

[www.victoria.ac.nz/home/about\\_victoria/avcacademic/default.aspx](http://www.victoria.ac.nz/home/about_victoria/avcacademic/default.aspx)

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

[http://www.victoria.ac.nz/home/about\\_victoria/avcacademic/Publications.aspx](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/](http://www.victoria.ac.nz/st_services/mentoring/)