

School of Information Management

**INFO 523 INFORMATION RESOURCES AND CLIENT SERVICES**

Trimester One 2012

**COURSE OUTLINE**

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**Names and Contact Details**

*Course Coordinator:* Alastair Smith

Room RH 426, Rutherford House

Tel +64 4 463-5785

Email: [alastair.smith@vuw.ac.nz](mailto:alastair.smith@vuw.ac.nz)

*Senior Tutor (Other distance students and Wellington):* Shannon Wellington

Room RH 512

Tel +64 4 463 6862

Email: [shannon.wellington@vuw.ac.nz](mailto:shannon.wellington@vuw.ac.nz)

*Senior Tutor (Auckland and upper North Island students):* Claire Scott

Tel 027 520 0401

Email: [claire.scott@vuw.ac.nz](mailto:claire.scott@vuw.ac.nz)

*Programme Administrator:* Chris King

Room RH 521, Rutherford House

Tel +64 4 463 5875

Email: [chris.king@vuw.ac.nz](mailto:chris.king@vuw.ac.nz)

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

**Trimester Dates**

From Monday 5 March to Friday 8 June (last class 6 June).

**Withdrawal from Course**

1. Your fees will be refunded if you withdraw from this course on or before 16 March 2012.
2. The standard last date for withdrawal from this course is 18 May 2012. 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**

Classes will be held on Monday from 9.30-11.20 a.m. in the Government Building GB 117.

- **Open learning students**

The weekly Internet conference sessions will be held

- Monday 6.45-8.15 p.m
- Wednesday 6.45-8.15 p.m.

**Open Learning students should attend one of these sessions each week. Use the “i-Conferencing” link in Blackboard for details, and to connect.**

**Note** that there will be no classes on ANZAC day, Wednesday 25 April, or Queen’s Birthday, Monday 4 June. Students scheduled for classes on these days should participate in the online class that will run that week, or in the online forum.

### **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.

- Search skills/Pathfinder workshop week of 26-31 March
- User education workshop week of 21-26 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

### **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.

### *Schedule*

<b>Week</b>	<b>Starting</b>	<b>Topic</b>	<b>Textbook chapters</b>	<b>Workshops/ Assessment</b>
<b>1</b>	5 Mar	Introduction to reference and information work, information-seeking behaviour, and the reference interview	<b>1, 2</b>	
<b>2</b>	12 Mar	Search strategy and tactics	<b>3</b>	
<b>3</b>	19 Mar	Searching the Internet; evaluating Internet information	<b>13</b>	
<b>4</b>	26 Mar	Answering questions about publications: bibliographies and catalogues.	<b>4</b>	Search skills/pathfinder workshop
<b>5</b>	2 Apr	Answering questions about anything and everything: encyclopedias, ready reference sources, and dictionaries	<b>5, 6, 7</b>	
<b>Mid-trimester break</b>				
<b>6</b>	23 Apr [no class 25 Apr]	Answering questions about events and issues: indexes and full text databases	<b>8</b>	
<b>7</b>	30 Apr	Answering questions about countries and people	<b>10, 11</b>	
<b>8</b>	7 May	Māori information sources and services		Pathfinder due 11 May
<b>9</b>	14 May	Information literacy & user Education	<b>16</b>	
<b>10</b>	21 May	Readers advisory work; information services for young people	<b>14</b>	User education workshop
<b>11</b>	28 May	Information services to special communities using Pasifika as an example		
<b>12</b>	6 June [no classes 4 June]	Management and evaluation of reference work; virtual reference service	<b>17- 21</b>	User education assignment due 8 June

### **Course Delivery**

#### *Weekly seminars, and Tutorials*

See “Class times and room numbers”, above

#### *Course materials*

Study guides, readings and other materials will be made available through Blackboard.

#### *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. (2011). *Reference and information services in the 21st century: An introduction* (2nd rev 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.). (2011). *Reference and information services: An introduction* (4th ed.). Santa Barbara, CA: 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*
- *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.

Assignment	Date due	Value	Length
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
<i>This assignment relates to Learning Objectives 1-9</i>			
2. Pathfinder	11 May	40%	Equivalent of 1000-2000 words approx
<i>This assignment relates to Learning Objectives 2-4</i>			
3. User education tutorial	8 June	40%	Equivalent of 1000-2000 words approx
<i>This assignment relates to Learning Objective 5</i>			

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 assignments 2 & 3, and 75% of the weekly assessments, 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.

### Online Delivery & Course Resources

All course material for INFO 523, including readings and study notes, will be available on the School's Blackboard online learning environment:

**You should prepare any work listed in the relevant Blackboard section before the weekly Internet or internal session for that module. The group discussion/tutorial sessions should not be regarded as a time to catch up on reading and/or exercises not done. Active participation in these sessions will be expected.**

### **Blackboard**

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

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

The Blackboard pages contain course readings and study guides, a Web-based forum for discussion of issues related to the course, links to sites of interest, announcements, updates, etc. 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 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 7, Vista, or XP, 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 your course website on 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](mailto: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, go to**

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

**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/avcadademic/default.aspx](http://www.victoria.ac.nz/home/about_victoria/avcadademic/default.aspx)

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

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

**Faculty of Commerce and Administration Offices**

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

**Te Pūtahi Atawhai**

<http://www.victoria.ac.nz/tpa/>