

School of Information Management

**INFO523 INFORMATION RESOURCES AND CLIENT SERVICES**

Trimester 1, 2013

**COURSE OUTLINE**

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**Names and Contact Details**

*Course Coordinator:* Alastair Smith

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

**Trimester Dates**

From Monday 4 March to Friday 7 June

**Withdrawal from Course**

1. Your fees will be refunded if you withdraw from this course on or before Friday 15 March 2013.
2. The standard last date for withdrawal from this course is Friday 17 May 2013. 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.

## **Class Times and Room Numbers**

### **Weekly classes**

- **Internal students**  
Classes will be held on Tuesday from 10.30-12.20 a.m. in the Railway Building RWW 128.
- **Open learning students**  
The weekly Internet conference sessions will be held
  - Tuesday 5-6.30 pm
  - Thursday 5-6.30 pmOpen Learning students should attend one of these sessions each week. Use the “i-Conferencing” link in Blackboard for details, and to connect.

### **Course Delivery**

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.**

### **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.

### ***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 150 hours (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.

### **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 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

### **Readings**

The **prescribed text** for INFO 523 is:

**Cassell, K. A. & Hiremath, U. (2012). *Reference and information services in the 21st century: An introduction* (3rd ed.). New York: Neal-Schuman (2009 and 2011 editions are also acceptable)**

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* 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*, and *Library, Information Science & Technology Abstracts: LISTA*

## Assessment

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
2. Pathfinder	7 May	40%	Equivalent of 1000-2000 words approx.
3. User education plan	11 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.**

## 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 submitted to Turnitin. A copy of submitted materials will be retained 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.

## Mandatory Course Requirements

In addition to obtaining an overall course mark of 50 or better, students must 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.

## Link to general information

For general information about course-related matters, go to

<http://www.victoria.ac.nz/vbs/studenthelp/general-course-information>

**Note to Students**

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 academic audit. The findings may be used to inform changes aimed at improving the quality of VBS programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

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