

School of Information Management

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

Trimester 1, 2014

### **COURSE OUTLINE**

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#### **Names and Contact Details**

*Course Coordinator and Lecturer:* Lynley Stone

Auckland

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*Senior Tutor (Other distance students and Wellington):* Kathryn Oxborrow

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#### **Trimester Dates**

Monday 3<sup>rd</sup> March – Friday 6<sup>th</sup> June

#### **Withdrawal from Course**

1. Your fees will be refunded if you withdraw from this course on or before Friday 14<sup>th</sup> March 2014.
2. The standard last date for withdrawal from this course is Friday 16<sup>th</sup> May. 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**

INFO 523 will be held in the first trimester (March-June) of the 2014 academic year. There will be no sessions for two weeks during the mid-trimester/summer break.

- **Internal students**  
The weekly seminars will be held on Tuesday from 10.30am – 12.20pm in **Rutherford House RHG01**.
- **Distance students**  
The weekly Internet conference sessions will be held
  - Tuesday from 5.00pm – 6.30pm
  - Thursday from 5.00pm – 6.30pm

Students should attend one of these sessions each week.

## **Course Delivery**

### ***Weekly tutorials***

See “Class times and room numbers”, above

### ***Optional practical workshops***

In the period before Assignments 1 and 2 there will be optional practical workshops offered. Details of time, methods of delivery and content will be notified on Blackboard.

### ***Course materials***

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

### ***Online discussion***

The Blackboard online discussion board will be used to discuss course topics.

### ***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**

To achieve satisfactory grades, you will need to spend approximately 12.5 hours per week on INFO 523, including time spent in class or the iConferencing sessions. Some aspects of the course may require less time, whereas others may require slightly more, depending on your previous knowledge of the topic.

## **Prescription**

This course enables students in a 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 will 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 Maori, and on Maori topics.
9. Provide information service to special communities, such as Pasifika and Asian.

## **Course Content**

### **Prescribed text and recommended reading**

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

The text is available from Vic Books, PO Box 12-337 (or Ground Floor Rutherford House), 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.). (2011). *Reference and information services: An introduction* (4th 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, Vols I & II*. Boston: McGraw-Hill. [Online resources available](#).
- 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*.

## **Materials and Equipment**

The INFO 523 Blackboard course pages will contain course readings, links to sites of interest, assignment information and submission links, course announcements, and a Web-based forum for discussion of issues related to the course. You should read the weekly module page as part of your preparation for the class session.

*You are expected to prepare any work listed in the relevant Blackboard section before the relevant weekly seminar session, so that you can be an active participant in the session.*

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. If you have any difficulties logging on to the Blackboard site please contact the Help Desk, at: [its-service@vuw.ac.nz](mailto:its-service@vuw.ac.nz)

## **Internet conferencing**

Distance tutorial sessions are conducted using Voice-over-IP software; in order to participate, you will need an Internet-connected device, microphone, and headphones/speakers. Further information about using the iConferencing software is available in the Information Studies Community on Blackboard.

If, for some reason a scheduled class 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.

## Assessment

From Trimester 1, 2014, a revised Assessment Handbook will apply to all VUW courses: see <http://www.victoria.ac.nz/documents/policy/staff-policy/assessment-handbook.pdf>.

In particular, there will be a new grade scheme, in which the A+ range will be 90-100% and 50-54% will be a C-.

This course will be internally assessed. All assessment will be submitted online via Blackboard. **For all further details, including the breakdown of marks, requirements, and submission details, you should refer to the 'Assessment' section of the INFO 523 course site on Blackboard.**

Assignment	Date due	Value	Length	Learning Objectives
1. Pathfinder	6 May	40%	1000-2000 words	1-9, particularly 2 & 3
2. User education tutorial	8 June	40%	About 1000 words plus other material equivalent to 1000 words	1-9, particularly 5 & 7
3. 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	1-9

## **Word Count**

Assignments 2 and 3 **MUST** contain a word count, easily available from your word-processing program. The word count should appear under your name at the end of your assignment.

## **Submission**

All assignments for INFO 523 will be submitted digitally. **See the Assignment section of the INFO 523 Blackboard site for details.** Remember to keep a copy of each assignment you send, just in case the original goes astray

## **Penalties**

Assignments submitted after they are due will have a 10% penalty imposed, unless an extension has been granted by the Course Coordinator. 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 submit all assignments in the required medium.

If you cannot complete an assignment or sit a test or examination, refer to [www.victoria.ac.nz/home/study/exams-and-assessments/aegrotat](http://www.victoria.ac.nz/home/study/exams-and-assessments/aegrotat)

### **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.

### **Student feedback**

Student feedback on University courses may be found at [www.cad.vuw.ac.nz/feedback/feedback\\_display.php](http://www.cad.vuw.ac.nz/feedback/feedback_display.php)

### **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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