

School of Information Management

INFO 533 SERVICES TO SPECIFIC GROUPS

Trimester 3, 2014

COURSE OUTLINE

Names and Contact Details

Course Coordinator and Lecturer: Brenda Chawner

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

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If you are phoning from outside Wellington: Freephone 0800 116 299 and ask to be connected to the appropriate staff member.

Trimester Dates

From Monday 17 November 2014 to Monday 16 February 2015.

Withdrawal from Course

1. Your fees will be refunded if you withdraw from this course on or before 28 November 2014.
2. The standard last date for withdrawal from this course is 27 January 2015.

After the last date stated in #2, 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 [online](#).

Class Times and Room Numbers

INFO 533 will be held in the third trimester (November-February) of the 2014 academic year. There will be no sessions for two weeks during the Christmas-New Year break (22 December 2014 – 2 January 2015).

The weekly online seminar will be held on Wednesdays between 5.00– 6.45 p.m.

Course Delivery

Weekly tutorials

See “Class times and room numbers”, above

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.

iConferencing

iConferencing sessions are conducted using the interactive Saba Classroom platform, you will need an Internet-connected device, microphone, headphones/speakers (webcam is optional). Further information about using the iConferencing software and the platform requirements are available in the Information Studies Community on Blackboard.

If, for some reason, a scheduled session does not run please check Blackboard for an announcement of any alternative arrangements that the lecturer may make. iConferencing session recordings will also be available on Blackboard. For problems with the Internet Conferencing site itself, first check the online help information.

Group Work

Although Assignment 3 will be submitted as an individual assignment, students have the opportunity to join a group to share information and discuss approaches to the assignment. Roughly 30 minutes of the class sessions in January/February will be available for these discussions, if there is enough student interest in this approach. Blackboard discussion forums will provide another channel for group discussions.

Expected Workload

To achieve satisfactory grades, you should spend approximately 10–12 hours per week on INFO 533, including time spent in the class sessions. The remaining time should cover:

- reading set texts and articles — you are expected to have read these before the weekly session;
- doing any assigned practical exercises provided with the readings – you are expected to have completed these before the weekly session;
- thinking about the module and taking notes on assigned practical exercises in preparation for the weekly session; and
- preparing for the tests and writing assignments.

Prescription

An examination of information-seeking behaviour in specific subject disciplines, such as law or business, or in specific groups within society, such as children and young adults, and the development and marketing of collections and services for these groups.

Course Learning Objectives

- 1) Discuss key characteristics of a designated subject, discipline or group within society, and say how this affects information-seeking behaviour
- 2) Justify the selection of suitable materials for this subject, discipline or group within society
- 3) Develop and market a library service for this subject, discipline or group of users.

Course Content

Week	Date	Topic
1	19/11/2014	Introduction/Why provide services to specific groups?
2	26/11/2014	Understanding groups; types of groups
3	03/12/2014	Information needs; information-seeking behaviour
4	10/12/2014	Planning collections and services
5	17/12/2014	Service delivery options
Mid-trimester Break		
6	07/01/2015	Marketing and promotion
7	14/01/2015	Evaluating services
8	21/01/2015	Case studies: School libraries
9	28/01/2015	Case studies: Public libraries
10	04/02/2015	Case studies: Academic libraries
11	11/02/2015	Case studies: Special libraries; Wrap up

Readings

INFO 533 does not have a required textbook. Required readings for each week's class will be available from Blackboard.

Full details of the assignments, including explanatory notes and marking criteria, are available under 'Assessment' on Blackboard.

Assignment	Date due	Value	Length
1. Annotated bibliography	15 December 2014	20%	1500 words
2. "Biography" of a library service to a specific group	19 January 2015	30%	2000 words
3. Proposal for a library service to a specific group	16 February 2015	50%	2500 words

Assignment 1 is related to learning objective 1. Assignments 2 and 3 are related to learning objectives 1 -3.

To pass INFO533 you must satisfy the mandatory course requirements (see below).

Penalties

Word count

Each submitted assignment **MUST** contain a word count, easily available from your word-processing program. The penalty for not including your word count, or going over the word count, will be 5%.

Late assignments

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 after they are due will not be accepted unless there are exceptional circumstances and the late submission has the prior approval of the course coordinator.

Mandatory Course Requirements

In addition to obtaining an overall course mark of 50 or better, students must submit all assignments by the deadlines specified in the course outline, unless an arrangement has been made with the course coordinator prior to the deadline, or a major personal emergency prevents submission (evidence supporting this must be supplied as soon as possible to the course coordinator).

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.

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

Additional information about the course, including a weekly study guide and discussion forums, is available on Blackboard.

Student feedback

Student feedback on University courses may be found at 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.
