School of Computing and Information Systems

Unit Outline

KXI310 Information Management Professional Placement

Semester 2, 2009
Sandy Bay Campus, Hobart

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UNIT OVERVIEW

Introduction
The unit is designed to allow students to gain an understanding of the range of professional roles and information services offered within an authentic library environment.

Initial workshops will give students an awareness of information and reference services in libraries and the resources and services supporting them. Students will then undertake practical placements in two different sized Tasmanian libraries. The placements in professional library situations will give students a context for the theoretical knowledge acquired during the unit workshops, and other units of the course.

The final workshop will be an opportunity for students to share their placement experiences and examine the differences in professional practice in local library settings.

Prerequisites
None
Unit Weight

12.5% of one academic year

Teaching Pattern

Workshops
The first series of workshops will be held in HOBART over two days.

Thursday 9th July - sessions 1 & 2 - 1.00-5.00pm, in Info.Sys 216.
Information services overview, Reference services and sources, The Reference interview - theory, role play

Thursday 9th July - session 3 - 5.30-7.30pm, in Morris Miller Library level 1, room 1.1
Panel presentation - Information services in different kinds of libraries (combined with UTAS wine and cheese event)

Friday 10th July - sessions 4 & 5 - 9am-12.30pm, in Morris Miller Library, level 2, elab2
Services supporting Reference - relationships with other professional roles
Information services in the real world - preparing for practice.

The final workshop will be held after the placements have been completed.
Friday 25th September - session 6 - 10.30am-2pm, in Morris Miller Library, level 2, elab2
Practical placement feedback session, followed by lunch with ALIA representatives.

Unit Content

This unit includes TWO placements of 30 hours duration each, hosted by professional librarians. One placement will be at a large library such as University of Tasmania or State Library of Tasmania. The other will be in a smaller library such as a school, college or special/government library.

Timetable:
Placement 1: - 30 hours worked between 13-31 July 2009
Placement 2: - 30 hours worked between 24 August-18 September 2009
How exactly you work these hours is negotiated between you and your host library.

The UTAS Library will be in contact with you prior to the start of the unit to
- ask for your preferred type of library and geographical location for professional placements
- advise how to secure a National police clearance necessary for placement in some libraries

The Library will arrange your placements and advise you of the details prior to the start of the workshops. You will need to complete and sign a Student Placement Agreement prior to taking up each placement, in accordance with the UTAS Workplace Learning Placements Policy (http://www.utas.edu.au/universitycouncil/policyframework/policies/tlp1.2.pdf)

For more information see the section titled ‘Content’ on the unit website.

Prior Knowledge and/or Skills

a) Students are assumed to have knowledge of appropriate referencing and citation practices, in association with University guidelines. See section “Referencing” for more detailed information.
b) Students are assumed to have the skills to produce essays, professional business reports, memos and letters and to be able to use a variety of communication forms.
c) Students are assumed to have the skills to undertake independent research using a variety of sources.

Learning Outcomes

On successful completion of this unit, you will be able to:

1. Outline the current functions of information services and the roles of librarians and describe how these functions and roles might change in the future.
2. Explain how information resources, both print and electronic, are accessed, controlled and discovered to meet client needs.
3. Reflect on professional library practice in different libraries.
4. Confidently apply information skills for the satisfaction of your own information needs as well as the information needs of clients.

Generic graduate attributes

The university has defined a set of generic graduate attributes expected in its graduates. http://www.utas.edu.au/policy/subject.html#graduates Your course is designed to enable you to develop generic skills that are valued in, and expected of, graduates. These are skills that you will need to develop over time. Hence you are encouraged to look for opportunities, as you study each unit, to reflect on and improve these skills.

Knowledge: - Graduates will be able to apply technical and information skills appropriate to the practice of librarianship, develop a broad knowledge base in the application of information skills and apply learning to new and unexpected situations and will be encouraged to learn both independently and co-operatively.
Communication skills: - Graduates will demonstrate strong oral and written skills, be able to organise and present information in well structured documents, share their reflections on their knowledge and experiences and effectively communicate with real world clients.
**Problem-solving skills:** - Graduates will develop effective problem-solving skills, be able to identify critical issues in the discipline, work effectively with others and be able to find, acquire, evaluate, manage and use relevant information in a range of media.

**Social responsibility:** - Graduates will be able to acknowledge the social and ethical implications of their actions, appreciate the impact of social change on organisations and individuals where new technologies are implemented and be committed to access and equity principles in information management.

### UNIT ASSESSMENT

#### Assessment Pattern

Internal (100%)

#### Assessment Summary

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reflection on Professional Placement 1</td>
<td>30%</td>
<td>5pm on 3rd August 2009</td>
</tr>
<tr>
<td>Report after Professional Placement 2</td>
<td>30%</td>
<td>5pm on 21st September 2009</td>
</tr>
<tr>
<td>Essay</td>
<td>40%</td>
<td>5pm on 12th October 2009</td>
</tr>
</tbody>
</table>

#### Assessment Items

**Item 1**

**Title:** Reflection on Professional Placement 1  
**Type:** In-Semester - individual assignment  
**Task Length:** 2500 words  
**Weighting:** 30%  
**Links to Learning Outcomes:** 1-4  
**Due:** 5pm on 3rd August 2009  
**Description:** 2500 words made up of:

- 2000 words
  - From your placement experience, the workshop discussions and your reading, describe the variety of professional functions or roles of a librarian. Consider how they interact with other roles and functions to provide an overall library service.

- 500 words
  - Based on an incident or professional role described in your placement journal, reflect on these aspects of your experience:
    - Did it significantly extend your professional experience? How?
    - Has it assisted your understanding of issues raised in this unit or in your course?
    - What did you do well?
    - What could you have done better?
    - What do you need to do to help you do better in your next placement? How will you achieve this?

**Assessment criteria - see unit website for details**

- Variety of professional functions or roles described. (20%)
- Evidence of reflection on your developing professional role. (20%)
- Reference to issues raised in the workshops and identified through research. (20%)
- Employs Harvard referencing and formatting appropriately. (20%)
- General structure, grammar, expression. (20%)

**Item 2**

**Title:** Report after Professional Placement 2  
**Type:** In-Semester - individual assignment  
**Task Length:** 2000 words  
**Weighting:** 30%  
**Links to Learning Outcomes:** 1-4  
**Due:** 5pm on 21st September 2009  
**Description:** Report on FOUR elements of library service. Consider how these elements interact to provide a library service, their impact on clients and future directions in these areas.
From the following list select FOUR elements of library services for discussion:

**Role of the host service:** What is the role of the library service, its overall aims and functions? How does it fit within any parent authority? What strategic plans exist for the library service?

**Physical environment:** How accessible is the service to its clients? Is public transport and car parking available? How well is the library positioned within the building? Is signage adequate? How well designed is the library, for both clients and staff operations?

**Services to clients:** Who are the clients? Who is eligible for service and on what basis? What lending services are provided to clients? What information services are provided? What other services and facilities are available? How does the library know if clients are satisfied with the service?

**Staffing resources:** What is the staff complement of the library? What is the organisational structure? What are the numbers of professional, para-professional and non-qualified staff? How does the manager of the library communicate with staff? What are the decision-making processes? What training or staff development is available for staff?

**Marketing and promotion:** How does the library tell clients about its services? What different types of communication are used? How does the library promote itself to its funding body?

**Information technology:** What integrated library system is in use? How do clients access information in the catalogue? What other client services are provided online? What other systems are in use by staff, e.g. for managing interlibrary loans, communication between library staff? Is IT managed within the library or by a separate IT unit?

**Collections:** What proportion of the library budget is expended on print resources, and what proportion on electronic resources? What is the process for selection of resources? Is the housing of the physical resources adequate? What other collections can be accessed for clients?

**Assessment criteria - see unit website for details**

- Four elements of library services are described. (20%)
- Consideration of future directions. (20%)
- Reference to issues raised in the workshops and identified through research. (20%)
- Employs Harvard referencing and formatting appropriately. (20%)
- General structure, grammar, expression. (20%)

**Item 3**

**Title:** Essay  
**Type:** In-Semester - individual assignment  
**Task Length:** 2000 words  
**Weighting:** 40%  
**Links to Learning Outcomes:** 1-4  
**Due:** 5pm on 12th October 2009  
**Description:** Identify and discuss issues of difference between professional library practices in your two host libraries. Refer to the workshops and literature to account for these differences.

You will be briefly reporting verbally on your findings at the final workshop.

**Assessment criteria - see unit website for details**

- Variety of aspects of professional library work considered. (30%)
- Reference to issues raised in the workshops and identified through research. (30%)
- Employs Harvard referencing and formatting appropriately. (20%)
- General structure, grammar, expression. (20%)

See the 'Assessment' section in unit website for more detailed information about assessment items.

**How your Final Grade will be determined**

Overall assessment will be based on the student’s performance throughout the semester. In order to achieve a pass (or better) result, a student must obtain:
UNIT RESOURCES

Unit Web Site

This unit is Web Dependent: content & communication. This means that you will need to use the Web for this unit. The unit website contains unit information and resources. The unit website is accessed from http://www.utas.edu.au/coursesonline/. You will need to use your university email pop account username and password to log on to the MyLO system. Once authenticated by the system your personalised MyLO Learning Online area will be displayed. It contains links to the websites that you have permission to access - including the website for this unit.

If you are not able to access the unit website, please contact the University IT help desk:
- Entrance Level, Morris Miller Library, Sandy Bay Campus;
- Entrance Level, Launceston Campus Library, Newnham Campus.

Telephone: 6226 1818 and 1300 304 903.
Email: servicedesk@utas.edu.au
Website: http://www.utas.edu.au/servicedesk/student/index.html

Prescribed Text

None

Readings


Library resources

Further readings will be recommended during the workshops. Broad consultation of print and electronic resources is required.

Software

The software that you will need to access the unit website and to study this unit, including general purpose software such as word processors, is provided on the computers in the School's computing labs. If you intend to use software on other computers please check that the versions are compatible.

GENERAL RESOURCES

School Website

School of Computing and Information Systems - Faculty of Science, Engineering, and Technology.
http://www.cis.utas.edu.au

Faculty Website

Information and Resources for Faculty of Science, Engineering and Technology students are available on the faculty website at: http://www.utas.edu.au/scieng

University Website

Information and Resources for 'Current Students' are available on the university website at:
http://www.utas.edu.au/students/

School Help Desk

Contact the School Help Desk if you have any queries or problems with accessing, using, or printing from the computers in the School of Computing and Information Systems labs.

In Hobart the Help Desk is located on level 3 in the Centenary building, and is open from 10:00am-12:00pm, and...
2:00pm-4:00pm Monday-Friday. The phone number is 6226 2929.

In Launceston the Help Desk is located near the entrance to the computing labs and is open from 10:00am-12:00pm, and 2:00pm-4:00pm Monday-Friday. The phone number is 6324 3447.

Both help desks will accept queries over the phone outside the standard opening hours.

The computer labs at the Cradle Coast Campus are maintained by ITR - please contact the University Help Desk for assistance with these computers.

Computing Facilities

The School has PC labs (running Windows XP), Mac labs (running Mac OS X 10.5), and special purpose Networking labs at the Newnham and Sandy Bay campuses. All students are provided with logins for Windows, Macintosh and Unix environments. If you have not used these facilities before please contact the School Help Desk to collect your account details. If you would like to access these facilities after hours please contact the School Help Desk.

In Hobart, there are 3 PC labs, 2 Mac Labs, and 1 Networks lab in the Centenary building, and 3 PC labs in the CIS building. In Launceston, there are 2 PC labs, 1 Mac Lab, 1 Networks lab, and one multipurpose lab in Building V.

Use of Facilities

Use of computing facilities provided by the School is subject to the School's Ethics Guidelines, details of which are posted at http://www.cis.utas.edu.au/cisview/ethics.jsp. Copies of the guidelines are also available in all School labs. The School's facilities may only be used for study-related purposes, and may not be used for personal gain. Anti-social behaviour in labs such as game playing, viewing pornography, loud discussion, audio without the use of headphones, etc is strictly prohibited in all labs at all times. Eating, drinking, and smoking is not permitted in the labs. Before being granted access to the School's facilities, you will be required to sign a declaration that you have read and understand these guidelines, and that you will abide by them. Disciplinary action may be taken against students who violate the guidelines.

Learning Strategies

If you need assistance in preparing for study please refer to your tutor or lecturer. For additional information refer to the Learning Development website: http://www.utas.edu.au/ learndev/

If you will be using MyLO for the first time and would like some information on how to use MyLO refer to the following website: http://www.utas.edu.au/coursesonline/mylo-support.htm

Some of the units you will study use videoconferencing to deliver lectures and tutorials. To enable you to get the best out of a videoconference please refer to the following guide: http://www.its.utas.edu.au/videoconf/vcstudentguide.pdf

Help resolving concerns about this unit

In the first instance you should contact your lecturer. If the matter is not resolved then you should contact the Head of School. If the matter is still unresolved and you would like to know who to contact or the procedures for resolving your concern refer to the following website: http://acserv.admin.utas.edu.au/complaints_info.html

The Hobart based Tasmanian University Union (TUU) or the Launceston/Burnie based Student Association (SA) may also be able to assist.

The School reserves the right to alter the details contained in this Unit Outline. Students will be advised of changes to the outline via their University email account and it remains the responsibility of the student to check their email for such changes.

Occupational Health and Safety

The university is committed to providing a safe and secure teaching and learning environment. For more information see http://www.admin.utas.edu.au/hr/ohs/pol_proc/.

University Services and Support

If you are experiencing difficulties with your studies or assignments, have personal or life planning issues, disability or illness which may affect your course of study, you are advised to raise these with your lecturer in the first instance.

The University has staff available to assist you, such as the:

- Learning Development Advisor
- Student Counselor
- Careers Advisor
- Disability Officer

For more information and contact details see the Services and Support section on the University 'Current Students' web page: http://www.utas.edu.au/students/
Approach to Learning

The University is committed to high standards of professional conduct in all activities, and holds its commitment and responsibilities to its students as being of paramount importance. Likewise, it holds expectations about the responsibilities students have as they pursue their studies within the special environment the University offers.

The University's Code of Conduct for Teaching and Learning states:

Students are expected to participate actively and positively in the teaching/learning environment. They must attend classes when and as required, strive to maintain steady progress within the subject or unit framework, comply with workload expectations, and submit required work on time.

You are expected to spend about 130 hrs studying in this unit - this includes attendance at scheduled teaching sessions. (For a 13 week semester this is, on average, 10 hr/wk.) This is the amount of study time that the 'typical' student will need to reach the level of competence and understanding required to fulfil the unit objectives. You are expected to:

- attend all scheduled teaching sessions, unless otherwise notified by the unit coordinator
- prepare for, and actively participate in all scheduled teaching sessions
- complete the assigned learning tasks
- review what has been learnt
- complete assessment items and submit them on time
- access and be familiar with the information and resources available on the unit website
- seek help from teaching staff if you have any questions or difficulties in studying this unit

You are encouraged to read the university's Code of Conduct for Teaching and Learning. Part A describes the 'Responsibility of the University to Students' and part B describes the 'Responsibilities of Students to the University'.


It is expected that students will familiarise themselves with access and use of the MyLO system operated by the University for the electronic delivery of course materials, and for various forms of communication.

It is expected that students will consult email sent to their University email address at least twice a week for notices relating to the administration of the unit, and for notification of the results of assignments.

It is expected that students will read the background material specified in the course curriculum, will actively attend and participate in tutorials, and be prepared to discuss relevant issues arising with tutors, lecturers and fellow students.

Student Expectations of the Unit

Students enrolled in this Unit may reasonably expect the following:

1. To be able to contact a lecturer or tutor by electronic mail, to raise issues arising in the unit, either relating to content or student performance within the unit.
2. Subject to availability, to be able to discuss such issues in person with the lecturer or tutor.
3. That assignments will be marked and the marks will normally be returned within 3 weeks of due dates.
4. That all relevant notices regarding the administration of the unit, including any necessary changes, will be communicated to all students enrolled in the unit via email.

These expectations are in addition to those specified in relevant University regulations.

Plagiarism

Unless specifically stated in the specification of the assessment item provided on the unit website, it is required that:

- work submitted by a student is the work of that student alone OR
- where the assessment item is to be completed by a group of students, the work submitted by the group of students is the work of that group of students alone.

While students are encouraged to discuss the assignments in this unit and to engage in active learning from each other, it is important that they are also aware of the University’s policy on plagiarism. Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own; for example, downloading an essay wholly or in part from the internet, copying another student's work or using an author's words or ideas without citing the source.

"Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own; for example, using an author's words without putting them in quotation marks and citing the source, using an author's ideas without proper acknowledgment and citation, copying another student's work.

If you have any doubts about how to refer to the work of others in your assignments, please consult your lecturer or tutor for relevant referencing guidelines, and the academic integrity resources on the web at http://www.academicintegrity.utas.edu.au.
The intentional copying of someone else's work as one's own is a serious offence punishable by penalties that may range from a fine or deduction/cancellation of marks and, in the most serious of cases, to exclusion from a unit, a course or the University. Details of penalties that can be imposed are available in the Ordinance of Student Discipline – Part 3 Academic Misconduct, see http://www.utas.edu.au/universitycouncil/legislation/.

The University and any persons authorised by the University may submit your assessable works to a plagiarism checking service, to obtain a report on possible instances of plagiarism. Assessable works may also be included in a reference database. It is a condition of this arrangement that the original author's permission is required before a work within the database can be viewed."

It is important that you understand this statement on plagiarism. Should you require clarification please see your unit coordinator or lecturer. Useful resources on academic integrity, including what it is and how to maintain it, are also available at: http://www.academicintegrity.utas.edu.au

Referencing

The preferred text referencing systems for the School is the Harvard system (also referred to as the author-date system). In your written work you will need to support your ideas by referring to scholarly literature, works of art and/or inventions. For information on presentation of assignments, including referencing styles: http://utas.libguides.com/referencing

It is important that you understand how to correctly refer to the work of others and maintain academic integrity. Failure to appropriately acknowledge the ideas of others constitutes academic dishonesty (plagiarism), a matter considered by the University of Tasmania as a serious offence. The university document on plagiarism contains information about referencing the work or ideas of others (see http://www.utas.edu.au/plagiarism/).

Submissions

The details of the submission method (paper, electronic or other) for each assignment will be supplied in a separate assignment specification sheet. All in-semester assignment submissions (including electronic submissions) are to include an Assignment Cover Sheet which includes a statement confirming that the submission is your own work. The Assignment Cover Sheet is available from the School Help Desk in Launceston and Hobart, and on the School's website: http://www.cis.utas.edu.au/cisview/resources.jsp.

Students must take responsibility for the correct submission of their assignments. Students are expected to adhere to the following procedure for submission:

- Submitted files MUST be checked by the student to ensure that correct submission of the file has been undertaken.
- Students are expected to notify the Lecturer WITHIN TWO HOURS of submission if their files have not been submitted correctly.
- Students must take responsibility for safely backing up of their own files during the academic year to ensure that no files are permanently lost.

Extensions

Assessment items will not be accepted after the due date except under the conditions stated in the School policy on late assessment. http://www.cis.utas.edu.au/downloads/ExtensionPolicy.pdf (PDF - 100KB).

Review of Assessment and Appeals

1. It is expected that students will adhere to the following policy for review of any piece of continuous assessment.
   a. Within 5 days of the release of the assessment result, the student should request an appointment with the Lecturer. The student should be prepared to discuss specifically which section of the marking criteria they are disputing and why they consider the mark is inappropriate.
   b. Following this discussion, students may request a formal remark of the original submission (in accordance with Rule of Academic Assessment 111, clause 22.1). This remark will be undertaken, where practicable, by an alternative assessor.
2. Students may also request a review of the final result in a unit. The request and payment must be made within 10 days from the date of the result notification. Students are referred to Rule of Academic Assessment 111, clause 23 at http://www.utas.edu.au/universitycouncil/legislation/rule111.pdf and http://www.admin.utas.edu.au/ac_serv/flowchart_review_assesment.pdf.

Complaints Procedure

It is expected that students will adhere to the following policy for making any complaint or grievance directly related to a Unit:

a. In the first instance, students are to approach the Lecturer or Unit Coordinator concerned and arrange a time to speak with them about their concern.
b. If an issue remains unresolved, the student should approach the Head of School and arrange a time to speak with them about their concern.
If the School’s internal policy of complaints is unable to resolve an issue, students should consult Ordinance 8 Student Complaints for further direction, see http://acserv.admin.utas.edu.au/complaints_info.html

**Final Grade**

Passing grades will be awarded based on the AVCC guidelines:

- PP at least 50% of the overall mark but less than 60%
- CR at least 60% of the overall mark but less than 70%
- DN at least 70% of the overall mark but less than 80%
- HD at least 80% of the overall mark

In order to comply with the benchmarks set by the Faculty of Science, Engineering & Technology for distribution of grades in units, both the in-semester and examination marks that students obtain may be adjusted either upwards or downwards. See http://fcms.its.utas.edu.au/scieng/scieng/policies.asp for details of the Faculty Assessment Guidelines.