



School of Information and Communication Studies

University College Dublin



UCD ICS Student Guide 2016/2017



School of Information and Communication Studies

University College Dublin



716 7055



ics@ucd.ie





School of Information and Communications

University College Dublin

Welcome!

Guide for Students

2016-17

Welcome to the School of Information and Communication Studies. This document has been prepared to guide you in your academic life in the school, so you can get the most out of your course and avoid common pitfalls.

We have attempted to make sure the information in this guide is accurate; however, the University Regulations should be consulted for official information on requirements for courses. You should also read the Student Information Handbook, especially Part One.

Contact Address and Numbers:

School of Information and Communications
University College Dublin,
Belfield, Dublin 4

(0)1-716-7055

ics@ucd.ie

Emergency Telephone Numbers

Services desk	716 8585	
Emergency services	716 7999	
Student health service	716 3133	
St. Vincent's Hospital	221 4000	
Niteline (confidential listening service)	1800 793 793 (During term 9pm—2.30am)	
Library services officer	716 7583	
Donnybrook Garda station	666 9200 or 269 3766	
Safety officer	716 2066	
Nurse/Doctor	716 3133/3134	
Disability support service	8350 7565	

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ACADEMIC YEAR 2015/16

ACADEMIC SECRETARIAT
UCD
UCD REGISTRY

Semester 1 (Monday, 31 August 2015 – Sunday, 24 January 2016 (inclusive))		
Orientation	Tuesday, 1 Sept – Friday, 4 Sept	Varies depending on programme
Teaching term 1	Monday, 7 Sept – Friday, 27 Nov ¹	12 weeks
Revision	Monday, 30 Nov – Sunday, 6 Dec	1 week
Exams	Monday, 7 Dec – Friday, 18 Dec	11 working days
Christmas break	Thursday, 24 December 2015 to Friday, 1 January 2016 The campus will close at 5.30pm on 23 Dec and re-open at 9.00am on 4 Jan 2016	
Semester 2 (Monday, 25 January 2016 – Sunday, 22 May 2016 (inclusive))		
Teaching term 2a	Monday, 25 Jan – Friday, 11 Mar	7 weeks
Fieldwork/Study period	Monday, 14 Mar – Sunday, 27 Mar ²	2 weeks
Teaching term 2b	Tuesday, 29 Mar – Friday, 29 Apr ³	5 weeks
Revision	Tuesday, 3 May ⁴ – Sunday, 8 May	1 week
Exams	Monday, 9 May – Saturday, 21 May	12 working days
Summer term/Research period (Monday, 23 May 2016 – Sunday, 4 September 2016 (inclusive))		
Term 3	Monday, 23 May – Sunday, 4 Sept ⁵	15 weeks

¹ October Bank Holiday: Monday, 26 October 2015
² St. Patrick's Day: Thursday, 17 March 2016
³ Good Friday, 25 March 2016; Easter Sunday, 27 March 2016; Easter Monday, 28 March 2016
⁴ May Bank Holiday: Monday, 2 May 2016
⁵ June Bank Holiday: Monday, 6 June 2016; August Bank Holiday: Monday, 1 August 2016



The John Dean Award

The John Dean Award is presented by the school to a current postgraduate student. The application process takes place during the summer and the details will be given at that time.

4.0 When You Leave

4.1 Keeping in Touch

Careers office is below the school. Feel free to make use of their services.

Details of Job vacancies are distributed by Claire Nolan when received. Please ensure that we have your personal email address: email to ics@ucd.ie

Library job vacancies in Ireland are also notified on the HeaNet web site. You can also access our school web site www.ucd.ie/ics for news and develop-

ments in the School.



4.2 Getting References

Staff in this school are on occasion prepared to write a reference for a student, but to ensure that the best view of you can be presented please follow some common sense practices and some courtesies.

It is important to ask someone to act as a referee before you give his or her name before submitting it to any potential employer.

Supply your referees with a copy of your curriculum vitae, some details of the post or course you are applying for, a list of the courses you have taken in this school, and preferably a photograph.

Some of us find our memory of individual students may blur after a year or two.

Update your referees on any changes in your circumstances, and let them know about any new applications you have made for which a reference might be required.

Unless the circumstances are exceptional, do not ask for a general reference to carry around with you. These are usually regarded as not worth as much as a confidential report.



4.3 Graduation Ceremonies

All students awarded degrees and the Graduate Diploma will be conferred with their degrees at university ceremonies in the O'Reilly Hall. Please see www.ucd.ie/confer for details of the schedule.

Graduate Diploma students do not receive their degrees at the conferring ceremony but instead receive it once their final results are confirmed.



4.4 Further Study

For those suitably qualified there are opportunities at MA, M.Litt. and Ph.D. level, as well as the normal GDLIS and MLIS programmes. Sometimes various forms of financial support are available from the HEA, or UCD, or from sponsors. Contact us if you are interested in further study in UCD or elsewhere. If you are interested in studying for a research degree (M.Litt or Ph.D), which will involve writing a thesis, you should think carefully about possible thesis topics before contacting us.

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Life in the School

The School of Information and Communication Studies (ICS)



Introduction to the School

Welcome to the School of Information and Communication Studies (ICS) in the National University of Ireland, Dublin, generally known as UCD. The School has its origins in the Library School that was part of UCD Library from 1928 to 1975. A separate academic School was established in 1975 with a wider remit for education and research in Library and Information Studies in the Republic of Ireland. The School received its present name in 2015.

History of ICS



The range of academic programmes offered by the School has evolved dramatically in since 1975, when the only academic programme offered by the School was a one year Diploma in Library and Information Studies. These include the extension of programmes of study leading to professional qualifications to primary degree (BSocSc) and Master's (MLIS) levels and the introduction of purely academic programmes in Information Studies at BA, BSocSc, MA, MLitt and PhD levels. The staff comprises five full-time equivalent permanent academic staff and three part-time academic staff.

The College of Human Sciences

The School of Information and Communication Studies is in the College of Human Sciences. This consists of ten academic schools: Applied Social Science,

Economics, Education, Geography Planning and Environmental Policy, Information & Communication Studies, Philosophy, Politics and International Relations, Psychology, Social Justice, and Sociology. It also includes three major research centres, the Institute for the Study of Social Change, the Institute for British-Irish Studies, and the Social Sciences Research Centre.

Programmes of Study

Information and Communication Studies is defined as the theoretical and experimental investigation of the interaction between people and recorded knowledge. The discipline is concerned with the generation, representation, communication, storage, organisation and use of various types of information (text, numbers, still and moving images, audio) in a range of formats (print, visual, audio, multimedia) by individuals, groups, organisations and society as a whole. The focus is on current communication patterns and their impact on society; the enhancement of access to the cultural record, both historic and contemporary, relating to Ireland and elsewhere; and on future technological and social developments in the above areas.

The School offers undergraduate courses for Stages One, Two and Three levels in both the Bachelor of Arts Humanities and Social Science (BA) and Bachelor of Social Science (BSocSc) programmes. It also offers the following postgraduate programmes:



Wilson Foundation Awards

These awards were established as a result of a grant in 1993 from the Wilson Foundation. The W. H. Wilson Company publishes a range of library resources, including reference works, collection development tools, abstracts and indexes in print and electronic formats.

Wilson medals may be awarded annually to the students who obtain first place in the following programmes, subject to the discretion of the Head of the School

The Graduate Diploma in Library and Information Studies

The Master of Library and Information Studies – in order to be eligible for consideration theses must be submitted to the Examinations Office by the required date.

An occasional small grant to enable a student of Library and Information Studies to attend a conference or to travel for research purposes may be awarded. Application should be made to the Head of the School of Library and Information Studies.



The John Dean Medal

The John Dean medal is awarded to the best postgraduate student over the age of 35 each year.

The Public Libraries Research Programme (PLRP) Medal

The medal is funded by the Public Libraries Research Programme, (PLRP), which is co-funded by the Department of the Environment, Heritage and Local Government and Library Authorities, and is

managed by An Chomhairle Leabharlanna.

The medal is intended to promote research of relevance to public libraries and to recognise the research achievements of students undertaking Masters programmes (including full-time and half-time programmes where applicable) at the School of Information and Library Studies, UCD, i.e. the degrees of M.Litt., M.A. and Master of Library and Information Studies.

To be eligible for consideration for the award of a PLR medal a student must satisfy the following criteria:

1. Achieve a minimum of an overall Second Class Honours in the Masters degree.
2. Achieve a minimum of Second Class Honours for his/her major or minor thesis, submitted in complete or partial fulfilment of the requirements for the degree.
3. Complete the Masters programme in full by the due dates in the relevant academic year.

The topic of the thesis must be relevant to public libraries.

The medal will be awarded annually, subject to the discretion of the School Examination Board.



The Michael Casey Medal

This medal is for the Best Final Year Undergraduate who majors in any subject run by the School of Information and Library Studies. The medal will be awarded annually, subject to the discretion of the School Examination Board.

For the final example, even if the reference (Murray 2002) appears in that sentence, it is still plagiarism because it uses the same source text word-for-word. Even though there are slight changes from the source text, there are strings of word-for-word sentences lifted from it. Example 4 is therefore a quotation and should be represented as a quotation. This is the simplest, clearest definition of plagiarism I know: when you use a source *word-for-word* you are plagiarizing. You should be quoting it.

Be aware that plagiarising can get you thrown out of your university or your job. It is not just cheating; it is stealing (end of long quotation).



3.6.3 Cheating

Students are not in competition with one another for grades. So if you cheat you really cheat only yourself, as you will not have the correct assessment for your level of attainment. Cheating is a very serious offence in College. Exam invigilators are instructed to look out for signs of cheating, and there are other types of cheating behaviour with which we know about. Claiming to have submitted work which you have not submitted, copying or stealing the work of another student, past or present, impersonation in exams or tests, securing advance unauthorized access to exam questions, submitting a small part of an essay and claiming that the college has lost the bulk of it, buying essays or copying them from the internet, and smuggling notes into the exam room all count as cheating and we are aware of them.

Punishment for cheating is severe. You

may be banned from college, and it will be difficult to write any reference for you.

3.7 Failing Exams

If, like several people, you discover that you got the balance wrong between the academic and the non-academic sides of University life, you should consider your options.



One option is to sit your Information Studies exams again. If you want to do this you should register for the next exams, and you should review the causes of your exam performance. Resit exams are at times specified by the College. Resits are at the end of the next semester.

The University will give you a breakdown of your marks in Information Studies. A common cause of poor results is failure to complete course assignments set during the year. Check to see if you are missing these marks. These count for significant part of your overall assessment. If you did not attend lectures, did not take lecture notes, or did not do reading set for any courses you may also find that your grade reflects this.

After the module grades are announced there will be staff available in the School on two specific days and times to answer questions. During the summer months a specific staff member will deal with student queries for a two-week period. Details of which staff member, and when they will be available, will be displayed on School notice boards or can be had from the Secretary.

We wish you well if you are among those who have to repeat exams.

3.8 Medals and Prizes

- Graduate Diploma in Library and Information Studies (GradDipLIS).
- Master of Library and Information Studies (MLIS).
- Masters in Science (Digital Curation)
- Graduate Certificate in Digital Curation
- Masters in Science (Information System)
- Master of Arts (MA) (Publishing, Information Studies).
- Master of Literature (MLitt) (Information Studies).
- Doctor of Philosophy (PhD).

The GradDipLIS, the MLIS, the MSc in Information Systems and the MSc in Digital Curation are one year taught programmes (September - May and September - September respectively). They are designed to prepare university graduates for professional careers in library and information work. The MLIS requires the submission of a Capstone Project and provides an opportunity to undertake advanced study and research in library and information studies. The School also admits a number of students to the PhD programme. Potential applicants for the PhD are encouraged to contact the School for further details on potential research areas and possible sources of funding.

Research

There is a strong commitment to conducting and fostering research in Library and Communications in the School. The aca-



dem staff are engaged in a broad spectrum of pure and applied research activities including externally funded projects. A significant body of research is also undertaken for major and minor theses by postgraduate students on the MA, MLitt and PhD programmes listed in the previous section.

Contact in the School

Contact from the School is usually via emails to your UCD Connect account. Contact via this medium is an official method of communication within UCD, and students are thereby obligated to check their emails regularly. You can also consult the school website at: <http://www.ucd.ie/ics>



Electronic notice-boards provide an additional contact medium, especially from off campus. UCD currently operates Blackboard; access to this is through UCD Connect.



Consultations with Staff. Outside each staff member's office you will find a notice detailing regular times when that person is available for consultations, or some other indication of their availability. For consultation at other times you should email them asking for an appointment.

Most staff have other duties in the School, University, or professional community, so they are not always available to see you or attend to teaching matters. **Advance scheduling of appointments is thereby essential.**

Problems. If you have any problems with a course you should address them firstly to the relevant member of staff (usually the Module director), or,

secondly, to the year or programme co-ordinator. If you cannot get the matter resolved, you can approach the Head of School via the Administrator. The School office is usually open from 8.30 a.m. to 3.45 p.m. excluding normal office breaks.

The Head of School is Prof Kalpana Shankar.

The School Administrator is Ms Claire Nolan.



School of Information and Communications
University College Dublin,
Belfield, Dublin 4



(0)1-716-7055



ics@ucd.ie

Who is Who?

Current staff with offices in the School: (please note ICS offices move to Newman building Sept 2016).

NAME	EMAIL	ROOM	PHONE
Prof Kalpana Shankar Head of School	kalpana.shankar@ucd.ie	113	7594
Ms Claire Nolan	claire.nolan@ucd.ie	101	7055
Dr. Crystal Fulton	crystal.fulton@ucd.ie	104	7593
Dr. Judith Wusteman	judith.wusteman@ucd.ie	110	7612
Dr. Lai Ma	lai.ma@ucd.ie	110	7612
Dr. Amber Cushing	amber.cushing@ucd.ie	109	7799
Dr. Benjamin Cowan	benjamin.cowan@ucd.ie	111	7660
Dr. Claire McGuinness	claire.mcguinness@ucd.ie	105	7051
Ms Lisa Gaffney	lisa.a.gaffney@ucd.ie	102	7054



1.2 Fire, Fire Drill, and Power Cuts

The school fire officer for the School is Claire Nolan. In the event of a fire the fire officer will direct the clearing of the School. Follow her instructions. We do not expect to have a fire, but all people in the School must be familiar with the School Fire Drill.

The fire alarm system governs the whole library building and we are included within the plans for evacuating the library. The Library Services Officer is the building fire officer (extension 7692).

The alarm will sound if activated by a smoke detector. A fire officer will silence the alarm and check the indicated area of fire. If there is a fire the alarm will sound again, and at this point the building should be evacuated. Do not use the lifts. Leave your bags in the school. Exit either by the main stairs or

by the emergency stairs near the double green doors. Assemble at the near corner of the lake. When the all clear has been given by the school fire officer you may return to the school. Emergency lighting will come on if there is a power cut. You should leave the building in this circumstance.

1.3 Safety and Security

In the past there have been cases reported of people, usually women, being attacked on campus. The attacks are



for the whole programme. Read UCD policy on Plagiarism: <http://www.ucd.ie/registry/academicsecretariat/plagiarism>

Some students are unclear about what constitutes plagiarism, and how plagiarism can be distinguished from a paraphrase, précis, or summary. The following page is taken from *How to Write a Thesis*, by Rowena Murray (Open University Press 2002) and explains all these points.

The publication of these points is taken by the school to be evidence that all students understand what constitutes plagiarism, understand that they must not do it, and accept that they have had instruction, with examples, on plagiarism.

On page 114-116 Murray writes: Plagiarism.

When you are writing about other people's ideas it is easy, some argue, to confuse your ideas and theirs. However, this is not acceptable. Whenever you refer to someone else's ideas or writing you have to credit them by referencing their work. This seems quite clear, but many students say that they are unclear about what does and does not constitute plagiarism.

The first principle is that your record keeping should be as excellent as your writing will finally be. Apply the same high professional standards in recording references and labelling your notes.

The second principle is that there is no grey area: if you use someone else's writing, word-for-word in your own text, then that is plagiarism, whether you reference it or not.

In the interests of clarity, since students do appear to be genuinely confused, the following examples illustrate (1) summary

(plus reference), (2) paraphrase (plus reference), (3) quotation (with reference), and (4) plagiarism. The text used in this example is a paragraph from the introduction to this chapter.

The source text

Paradoxically, as we move towards constructing and rehearsing outlines and arguments, freewriting and generative writing can still prove useful, as we explore options. They can help us move beyond the fragments of a thesis by having several attempts at pulling them together. They allow us to write – briefly – about the whole thesis. They can help us to find the type of story that our thesis will tell.

1. Summary (whole paragraph in one sentence, in my words)

Murray (2002) argues that we can use free and generative writing to develop a thesis.

2. Paraphrase (translating three source sentences into my own words)

It seems contradictory, but it is possible to develop a thesis using free and generative writing. These strategies allow us to synthesize our ideas. We can write our way towards a story for our thesis.

3. Quotation

Although free and generative writing are perceived to be strategies that belong at the start of a writing process, they can 'help us to move beyond the fragments of a thesis by having several attempts at pulling them together' (Murray 2002: 27).

4. Plagiarism

It is possible to move towards constructing and rehearsing outlines and arguments using free writing and generative writing. We can move beyond the fragments of a thesis by having several attempts at pulling them together.



Gaining Marks	Losing Marks
Showing understanding of the question	Illegibility or inaudibility.
Understanding the subject matter.	Ignorance of subject matter.
Collecting the evidence	+ Carelessness and laziness
Organizing the evidence	- Failure to answer the question
Analyzing the evidence	Plagiarism
Innovativeness in interpretation.	Poor design of essay or report or seminar
Skill at oral presentation.	Poor writing skills
Successful presentation of problems.	Poor presentation.
Involving others in seminars	Poor co-ordination between team members
Demonstration of practical skills	Late submission of work
Literary skills, & numeracy	Spelling or grammatical errors
Constructing a logical argument	

3.6 Academic Good Behaviour

Your attention is drawn to the Code of Student Discipline (See the Student Information Handbook). This requires that you not only obey all laws, conform to all regulations, and behave generally in a civilized and supportive manner, but also that you observe some special academic rules. These include:

3.6.1 Confidentiality

Sometimes you may seek, or may be given, information or opinion in confidence. You should respect that confidence. Work submitted to the school which contains confidential material (which is identified as such) will normally be kept confidential by the school, although it may be necessary to show it to your examiners.

3.6.2 Plagiarism

Plagiarism is the unauthorized or unacknowledged use of another person's words, thoughts, or ideas; it is a

form of theft. To plagiarize another person's work is both unethical and illegal. If the work you plagiarize is of doubtful quality you also expose yourself to censure for bad judgment as well as for bad practice. You should, therefore, always acknowledge the source of the ideas and facts you use. If you quote directly from the work of another person put the words you use in quotation marks and indicate where they come from. Do not copy other authors' words without acknowledging the source: if you wish to reproduce the sense of what someone has said paraphrase the passage and acknowledge the author and source in a bibliographic note.

The Registrar has asked schools to tell students of the rigorous UCD attitude about plagiarism. Plagiarism will certainly result in a severely reduced mark, probably a fail grade, for that module, and may lead the examiners to fail you

very few and infrequent, but caution is always wise. You are advised to keep to well lit areas at night, if possible to travel in company, and to report any suspicious activities to Campus security. The Belfield buildings and area are patrolled constantly by a security force, but they cannot be everywhere at once.

Theft is far more likely. Do not leave personal belongings unattended, do not leave anything of value in the school, and always lock rooms containing equipment as you leave them, even if you leave for only a few moments. Do not leave anything visible in your car. Report any suspicious activity to the security staff or to the school administrator.

The emergency services number is 7999. There is a red alarm phone in the foyer in ICS with a direct connection to this number.



1.4 Your Health and Computers

The attention of all students is drawn to the existence of the student health service (<http://www.ucd.ie/stuhealth/services/>). The student health service recommends that all people operating VDUs (for example, computer screens) should have their eyesight tested prior to working with VDUs, and that eye tests should be at least every two years for those aged under forty, and annually for those over forty. VDU operators who normally wear spectacles should consult their own opticians.

Pregnant women and others who are

concerned about using VDUs should also consult the Student Health Service or Computing Services.

1.5 Disability Support Service

The Disability Support Services is located on Level 1, Library Building and is open Monday to Friday from 9.30 a.m. to 5.00 p.m. (closed for lunch 1:00pm to 2.00pm). Their website is; www.ucd.ie/openingworlds/ucdaccesscentre/supportsforstudentswithadisability

The Access Officer provides advice and guidance on a confidential basis to students with disabilities, and to College academic and administrative staff on disability issues.

The Access Officer co-ordinates the services that are specifically for students with disabilities (e.g., Access Librarian assistance, Braille Service, Personal Assistance Service) and assists other schools (e.g. Academic Schools, Examinations Office, Student Welfare Services) in meeting the needs of students with disabilities.

Drop-in times: 9.30 - 17.00 daily Phone: 01-716-7565

Website: <http://www.ucd.ie/access>

E-mail: disability@ucd.ie

D.S.S Officer: Julie Tonge

Address: Level 1 James Joyce Library Building, UCD Belfield

1.7 Other UCD Guides and Booklets

This Student Guide is not an official publication of UCD. You should consult the official booklets and websites for correct information on regulations, programmes, and procedures. In par-

Disability service

ticular, the guides most immediately useful for you will be the following:



Student Handbook and Diary 2015/2016 : www.ucd.ie/students
 Arts Humanities and Social Science: Undergraduate Courses: www.ucd.ie/myucd
 Information for International Applicants: www.ucd.ie/international

- This student Guide should be used in consultation with the following ICS documents:
- Dates of Terms – see end of handbook.
- Regulations for Programmes or Year of Study
- Timetables
- List of Modules on offer each year
- Orientation Programme documentation

Teaching and Learning in UCD

2.1 UCD Teaching Policy

The UCD Teaching and Learning Policy document outlines the following in respect of students:

- Recognition that, with the support of academic staff and tutors, they must become responsible for their own learning.
- Students must fulfil all requirements, including attendance and assessment, for courses undertaken.
- Students must accept and practice the role of active participant in the teaching and learning process.
- Students must observe the code of

behaviour as published.

- Students should avail of opportunities offered by the college to develop study skills and transferable skills.
- Students should participate in, and support, exercises designed to evaluate course effectiveness.

2.2 Academic Services

2.2.1 The Library



Students registered for courses in the School of Library and Information Studies have access to the same library facilities as other students. You will not be able to borrow items from the library until you have your student registration card. Library tours will probably be arranged for you sometime in September.

You are likely to be making extensive use of the library: it is expected that you will not make extensive demands of the library staff, and that you will re-shelve books you use, especially reference works.

2.2.2 Audio-Visual Centre

The Audio-Visual Centre is situated on the second level of the Library. Access is by lift or stairs to the left of the main library entrance. The centre has a range of services, including Desk Top Publishing. If you use the services of the Audio-Visual Centre you will have to pay any charges you incur.

2.2.3 Photocopying

Cards can be bought from the Photocopying Desk in Section JK in the Newman Building.



3.3.2 Examination Appeals

There is an examination appeals procedure. This is clearly laid out in the information produced by the Examination Appeals Board. The Student Union also produces information about the appeals process. Please see the appeals office's website for more details; <http://www.ucd.ie/appeals>

3.4 Assessment & Meaning of Grades

Your work will be assessed and will receive a grade. The grades are:-

Grade	Lower	Upper	Calculation Point
A+	76.67	100.00	78.33
A	73.33	76.66	75.00
A-	70.00	73.32	71.67
B+	66.67	69.99	68.33
B	63.33	66.66	65.00
B-	60.00	63.32	61.67
C+	56.67	59.99	58.33
C	53.33	56.66	55.00
C-	50.00	53.32	51.67
D+	46.67	49.99	48.33
D	43.33	46.66	45.00
D-	40.00	43.32	41.67
E+	36.67	39.99	38.33
E	33.33	36.66	35.00
E-	30.00	33.32	31.67
F+	26.67	29.99	28.33
F(FM)	23.33	26.66	25.00
F-	20.00	23.32	21.67
G+	16.67	19.99	18.33
G	13.33	16.66	15.00
G-	0.02	13.32	11.67
NG	-	0.01	0.00

You should note that some practical tests will be graded on a different scale, according to the subject matter - for example, A might be 90% or more, B 75%, C 60%, and anything below 60% fails. You will be informed of such grading practice variations.

The grades above are matched with final qualification grades and classes. Lecturers may give you coursework feedback using these explanations of grades.

3.5 Feedback



3.5.1 Coursework Feedback

All coursework will be returned with a provisional grade and an indication of the strengths and weaknesses of the coursework. Time taken to return work will depend on how many pieces of work the examiner has to grade. The general experience is that it will take about one month in term time for an examiner to grade and return up to 50 pieces of work. An examiner with more work to grade will take longer. All these grades are provisional and are subject to review and alteration by the Exam Board.

3.5.2 Examination Feedback

We aim to provide a provisional indication of performance in the First Semester assessment by the start of the Second semester. Any student who is concerned about his or her performance should approach the examiner for the course in question, or the co-ordinator of the programme or year, for advice.

3.5.3 Gaining and Losing Marks

Although all lecturers and markers will have their own approach, you will find that marks will be gained and lost for the following, which summarize some points in the previous tables and expand others:-



advice for particular papers given to you by the lecturers concerned.

13. If you have a medical or personal emergency during the examination period you should contact either the School or UCD's Exams Office immediately. **Assessment**

3.3.1 Tackling Questions.

Allocate equal time to the questions you answer.

Read the question several times.

Spend 10 minutes or so planning your answer to each question before writing your answer. Make notes on the issues involved.

Make notes on the points to be made your answer.

1. Prepare an outline of the complete answer. If you do not have an outline you may, once you have started writing, forget some of the points you wanted to make, or, worse, lose the thread of the argument you are presenting.
2. If other points occur to you later, add them to the outline.
3. Write the complete answer, making sure that it is logically consistent and intellectually coherent.
4. Don't run over the time you have allotted to each question - you must manage your time carefully throughout each exam.
5. Don't concentrate on one question; attempt to give answers to the number of questions required for any paper.
6. Exclude from your answers irrelevant material; writing all you know on a topic is rarely a satisfactory answer to a question.

An exam paper top page:



Semester 1 Examinations - Year 2009

IS 30080

Knowledge Management

Professor Tom Finholt

Dr Jessica Bates*

Time Allowed: 2 hours

Instructions for Candidates

Two questions to be answered

One from Section (A)

One from Section (B)

Instructions for Invigilators

Extra Answer Book may be required.

7. In your answers show that you have read on the subject beyond what you got from lectures. You should present evidence of wide reading, and not hope to get by on lecture notes alone. You must also answer the question as set, and not attempt to get by with out pouring of all you know on the topic.

2.2.4 Computers

You should derive as much benefit as you can during your time in UCD from the computer resources. You can check the full range of free and downloadable software at: <http://www.ucd.ie/itservices/teachinglearningit/applicationcatalogue/>

Computer Services are responsible for the issue of student computer accounts. All students also have access to the computing facilities available elsewhere on campus, e.g. in the Library, the Stand and Surf areas in the Newman Building, and the Daedalus Building. There are certain points you should follow when working with Computers in the School: Make back-up copies of all your files; do not rely on hard-disk copies or on one USB key. Any problems concerning a Computer Lab and its machines should be reported to Computing Services, **Ext 2700**, email_helpdesk@ucd.ie.

2.3 Module Selection

At the start of each year all students will have to select modules they are to take in that year. This process is done online as part of your registration. Several points are important to note;

• **Postgraduate Students are registered to Core Modules automatically** upon confirming their registration.

• Students within a programme run by the School will have first refusal on places in modules run by the School. It is very unlikely that they will be unable to get a place in a module within the School.

It is recommended that students attend **all** the modules on offer during their first week of Semester One, and then confirm their choice of modules. Usually, the choices made in September for courses starting in January are regarded as rough indications rather than unalterable commitments, but firm commitments will have to be made in January.

2.3.1 Requirements for UCD / NUI Qualifications - Programme Structure

The requirements for course selection differ for the BA and Bachelor of Social Science Programmes and they also differ for the GradDipLIS and MLIS Programmes.

2.3.1.1 GradDipLis

Students must accumulate at least 60 credits including certain compulsory courses. No more than 15 credits can be taken from Level 3 modules.

GradDipLIS students must take the following three compulsory courses:

IS40520 Org of Information, Cataloguing and Metadata 10 credits

IS40530 Information and Reference Services 10 credits

IS40590 Research Methods 10 Credits

2.3.1.2 MLIS

All MLIS students accumulate 60 credits from taught courses and take the following compulsory modules:

IS40600 Foundations of Info Studies 5 credits

IS40590 Research Methods 10 credits



IS40520 Org of Info, Cataloguing and Metadata 10 credits

IS40530 Info and Reference Services 10 credits

IS40180 MLIS Capstone Project 30 credits

No more than 15 credits can be taken from level 3 modules.

2.3.1.3 MSc Information Systems

IS30050 Information Architecture 5 Credits

IS40600 Foundations of Information Studies 5 Credits

IS40590 Research Methods 10 Credits

IS40370 Management for Information Professionals 5 Credits

IS40500 System Analysis and Design 5 Credits

IS40610 XCD: User Centered Design 5 Credits

IS40180 Capstone Project 30 Credits

No more than 15 credits can be taken from level 3 modules.

2.3.1.4 M.Litt & Ph.D

Students must complete such modules as their research director and supervisor require.

2.3.2 Requirements for Professional Qualifications *(Not relevant to BA students or first year B.Soc.Sc.)*

When you select your modules at the start of the year you may want to ensure that your choice will be recognized

by a professional association. Several programmes in the School are recognized by one or more of the professional bodies which are active in the information and library field. The Library Association of Ireland (LAI) has accorded professional recognition to students who have successfully completed SLW1 Major with Minor programme in Library and Information Studies.

The recognition currently awarded depends in most cases on the particular programme followed. If you want to get a professional qualification make sure that your combination of courses meets the requirements of whichever qualification you want, as well as the requirements stipulated by the University. You will be given advice early in the term about the requirements of these professional bodies: make sure you follow it.

As a broad indication of professional requirements you should:-

- Have not less than 6 weeks Library work experience in an approved library before you graduate if you are on the SLW1 programme, or before you commence the programme if you are doing the GradDiplIS or MLIS.
- Have accumulated the necessary credits.

In all cases you must also pass all modules units stipulated by the regulations as compulsory and you must pass the overall programme in which you are enrolled. You might also note that although neither UCD nor the LAI require a management course to be taken, many employers will expect you

Assessment



3.1 The Assessment Process-

Coursework is graded and exams marked by usually the lecturers and tutors for that module. But such marks are only provisional. The work of all students in the school is also assessed at the end of the academic year by an external examiner from another university who may raise or lower any or all marks. The point of this stage is to ensure that UCD practices are in line with international standards. The outcome of this second stage of assessment is then passed to the College and the results are validated by a College Examination Board. Only at this stage are marks and grades final. Students may sometimes find that their final mark does not conform to an earlier provisional mark. You are being told this so that you know that the initial marking is only provisional and may be amended.

3.2 Coursework

See section 2.8.1.1 (above), especially point 4, about submitting coursework, and about gathering and presenting it at the end of the year.

3.3 Examinations

(A typical exam paper first page is reproduced overleaf.) Remember:-

1. Check the date, time and place of the exam in advance: don't miss the exam!
2. Have an early night before the day of the exam: don't study late.
3. Bring something to write with, plus ruler, eraser, tippex, ink, tissues, good luck charm, etc. If you are doing a MCQ Multiple Choice



4. Don't forget your glasses, if you use them.
5. Don't forget your Exam card, and ensure that you have received it from the Exams Office at your correspondence address, at least five working days before the first paper.
6. Be on time, and remember that you cannot leave the exam room, even to go to the loo, until one hour after the start of the exam.
7. DON'T CHEAT. The result could be considerable inconvenience to you and several other people, failure in the module, and an ugly and permanent blot on your curriculum vitae.
8. Write your student number, your exam number and details of the exam - both the particular paper and the overall qualification - in the spaces provided at the top of every answer book you use.
9. Write Clearly: illegible scripts cannot be assessed.
10. Take time to read all the questions on the question paper: look over the page to see if there are other questions. Don't decide which questions to tackle until you have read all the questions and the instructions at the top of the paper which tell you how many questions you must answer and from which sections.
11. Examiners will reward evidence of wide reading, original ideas and opinions which are supported by critical analysis, logical argument, good organisation, and good presentation of the material.
12. Look elsewhere in this Guide for further advice, and consider any special

7. Turabian, Kate. (1996) *A Manual for Writers of Research Papers, Theses, and Dissertations*. 6th. ed., revised and expanded by Bonnie Birtwistle Honigsblum. (London: University of Chicago Press).

2.8.2 Writing Reports

If you are giving a written report of an investigation make sure that you:-



1. Include the instructions given to you
2. Summarize your conclusions and recommendations
3. Give a list of contents, including appendices
4. Describe the context and background
5. Describe your methodology
6. Describe the data and any variables
7. Analyze the data
8. Discuss the data and any hypotheses
9. Give your conclusions and any recommendations
10. Put your own data in an appendix
11. Use expressive numbering for sections and paragraphs
12. Use sub-titles in the text, and put keywords in margins.

You should note that **reports** are rather different from the more familiar **essay** form. Part of the beauty and effect of an essay may lie in the slow revelation of the method, and sometimes even the real subject. Reports are usually written for busy people who want to find quickly what it is you have to say. Consequently a report commonly has its structure clearly displayed: prefaces reveal what is to be reported and concluded, and where the evidence is to be

found.

The idea is to make the structure of your work absolutely clear and to allow the reader to dip in and out without having to read through several pages to locate one little point.

2.8.3 Common Problems with Written Work

Common errors in writing reports and essays are:-
to introduce new points in the conclusion which do not follow from what has appeared in the body of the text.
To include in the conclusion things which may be true but which are not relevant to your subject, and, most significantly,
to confuse method with an account of how the project was done. The method is the logic of the argument you wish to advance: the account of how you did it ("we divided the topic into three parts. . .") is a comment on your management of the project. Similarly, you should not confuse the *method* with the *techniques* you use to give effect to the method.

For example, the logic of your argument may demand that you use the technique of a survey to collect some data, but the bald statement that "we used a survey to collect data" does not explain why you did it.
More tips on written work may be given by individual lecturers.



to take one.

Recognition of a programme by the LAI ensures international recognition of the programme as a one year qualification in Librarianship. However, some countries may have specific requirements, e.g. for a two year qualification in some institutions in the US and Canada. All professional recognition provides added value to the national and international status conferred by a qualification from University College Dublin.

2.4 Work and When to do it

We divide the academic year into two roughly equal blocks of about 12 weeks, called semesters. Most modules are one semester in length. All modules are assessed at the end of the semester in which they are taught.

You will find that your programme is a full one. Many of the written assignments set for you will be time consuming and after the first few weeks of each semester you will have little spare time. **Do basic reading in the first month of each semester because this will be your least busy time.** Work evenly throughout the year. Don't leave everything until the last month. Special attention will be paid to both the form and the content of the work you do, so make sure that your work is well presented. Both for the course and for your future work it is important for you to develop presentation skills.



2.5 Leading Seminars

The School offers students the practical opportunity to gain experience in working in groups and to present material to a group as a seminar

paper. A seminar is an opportunity to express your opinion and to influence the views of others on a subject which will often be one of your own choosing. If you read inaudibly or too fast you will be stopped and asked to start again, speaking directly to your audience.

We will be looking to see:-

- How well organized you are.
- How much you involve other participants in discussion.
- How you use handouts, transparencies, Powerpoint and any other aids.
- How well you manage the presentation of the topic and the subsequent discussion.
- How well you identify the issues and pose questions for the participants to discuss.
- How well you finish the session by summarizing discussion and stating conclusions reached by the group
- How well you participate in other people's seminars
- How clearly you speak to and look at your audience



2.6 External Visits (Professional Courses Only)

Some of your courses may include visits outside college. These visits are planned to give you some awareness of a wider variety of library and information agencies than your pre-course experience may have given you. The visits will give you the chance to see all types of practice and you should consider using anything you glean from the visits in your assignments. In particular, note:-

- Physical constraints on planning.

- Atmosphere, comfort, attitudes of staff and users, and user convenience.
- Library furniture, layout, guiding, and level of use.
- Systems and use of multimedia and computer technology.
- Stock and specialist services.
- Plans for development.
- You may also be able to ask questions of the staff in any libraries you visit as part of a course.



2.7 Visiting Lecturers

Occasionally the School invites people from outside UCD to give lectures, either within courses or as separate sessions. In these sessions there will usually be time for questions and you should make maximum use of this opportunity to ask questions of our visitors, among who will be some of the leading experts in the field in this country. Staff in the School will not normally ask questions on these occasions. If possible, use material gleaned from visiting speakers in your modules.

2.8 Written Assignments (Coursework)

You will have many assignments during the year - reading, giving seminars, writing essays and reports, completing practical projects. At the end of the year you will have to pass assessments, sometimes exams in all subjects.

2.8.1 Submitting Written Work

2.8.1.1 Submission: Content

Life will be easier if you follow some simple guidelines when submitting written work. In particular:

- Abide by instructions for essays and other course work, especially those about length, topic and date due. Course work submitted late will be penalized. See UCD Policy on late submission of course work. For all modules the set course work must be completed. It is your responsibility to ensure that your work has been received by the relevant lecturer or tutor. Claims that work has been submitted when the lecturer responsible has no record of the work will be rejected, and a mark of NG (No Grade) grade will be recorded.
- Attach a cover sheet (available online) to each essay or report giving your name, programme, and year, the name of the course, the name of the person it is being submitted to, the topic, and the date. 
- If for any reason you are unable to complete a piece of work on time, or to take a scheduled examination, you must *at the time* contact and inform the module coordinator of the reason and, if appropriate, submit to the Head of School a medical certificate.
- Final Presentation of Coursework. **All electronic and hard copies of coursework which has been marked and returned should be retained and combined into one package** containing the work for all modules. Put your name and number and programme (and stage, if you are an undergraduate) on the package and give it to the Adminis-

trator immediately after your last exam in the summer so that it is available for all examiners. As marks for coursework are a significant part of the assessment for your final grade it is vital that you do this. 

- **Keep a copy of all work you submit.**
- Give bibliographically accurate and adequate citations for all works you use.
- Adopt one citation pattern & stick to it. Follow the practice of any of the standard citation instructions in the leading journals, like the Journal of Information Science, or follow advice from your lecturers. See list under following section: Style. Leave wide margins and lines between paragraphs in your work. Typed work should be double spaced with 1.5" margins. Number all your pages.
- Acknowledge all sources of your ideas or facts.
- In all work distinguish between fact and opinion. Make a point of verifying your facts and treating other people's opinions with care. Don't just accept opinions uncritically; seek to verify them (Professional courses only). When using material gathered from libraries, and especially when visiting libraries to interview staff or collect other material, acknowledge the contribution of the library concerned in your report or essay, and make appointments to see librarians, don't just turn up unannounced and expect

staff to give time to you.

- Your work should be intellectually rigorous, and it should also look good. It is important to follow accepted standards for punctuation, grammar, spelling, and style. The following section lists seven books recommended for consultation.

- Don't plagiarize.



2.8.1.2 Submission: Style

The following works will assist you with citation practices and the structure of written work. Items 2, 4, and 7 are particularly useful.

1. The APA (American Psychological Association) Referencing System. See www.apastyle.org/
2. **Mohr, Robert. (1998) *How to write: tools for the craft*. Dublin: University College Dublin Press.**
3. Moran, Aidan (1997) *Managing Your Own Learning at University*. Dublin: U.C.D. Press. 1 900621 58 4 €8.82
4. **Strunk, William. (2005) *The Elements of Style*. 3rd. ed., with revisions, an introduction, and a chapter on writing by E. B. White. (New York: Penguin Press).**
5. Swan, Michael & Catherine Walter. (2001). *The Good Grammar Book*. Oxford: O.U.P. 0 19 4315193 €17.16
6. Taylor, Gordon. (1989) *The Student's Writing Guide for the Arts and Social Sciences*. (Cambridge: Cambridge University Press).

