Tutorial Letter 301/4/2019

General Guidelines for Information Science Students

INKALLE

Department of Information Science

IMPORTANT INFORMATION:

This tutorial letter contains

important information about your modules.

BARCODE

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1 INTRODUCTION

Welcome to the Department of Information Science.

As you will see in the Service Charter of the Department of Information Science (Addendum) at the end of this tutorial letter, the Department is committed to provide you with high quality tuition and research in the field of Information Science.

We are sincerely interested in your progress and we hope that you will plan your studies sensibly and study in a disciplined way from the beginning to the end. We wish you an enjoyable, enriching and successful academic year.

Apart from this general tutorial letter (*INKALLE/301/4/2019: General Guidelines),* you will also receive the following general tutorial letters:

- *INKALLE/302/4/2019: Presenting Assignments;*
- *INFALLP/301/4/2019: Departmental Organisation;*
- *INFALLP/302/4/2019: Student Contact;* and
- *INFALLP/303/4/2019: Information Retrieval Workshop* (only for third year students).

Study @ UNISA

Consult the printed or online brochure entitled *Study @ UNISA* together with this tutorial letter. The brochure will help you to navigate your way through the rather complex administrative system at UNISA. You can access the brochure at the following URL: http://www.unisa.ac.za

2 COMMUNICATING WITH UNISA

2.1 Letters

Write a letter to the Registrar if you need more information on:

- Registration;
- Module changes;
- Tuition fees; and
- Change of personal details.

Address your letters to:

The Registrar (UNISA)

PO Box 392

UNISA

0003

If you need general information on the Department of Information Science offerings, write to:

The Chair of Department

Module code (e.g. INS2603)

Department of Information Science

Theo van Wijk Building: 10–188

PO Box 392

UNISA 0003

E-mail address: dubel@unisa.ac.za

Please note:

You may enclose more than one letter in the same envelope. However, do ***not*** address several departments (e.g. Despatch, the Library and another, administrative department in one letter. – This will definitely cause delays. Rather, write a separate letter to each department and clearly mark each letter for the attention of the relevant departments.

When writing to the University, always mention your **student number, the module name and the module code** at the top of the letter.

2.2 E-mail

The general email address of the Department of Information Science is: infoscience@unisa.ac.za.

The e-mail addresses of lecturers are included in *Tutorial Letter INFALLP/301/4/2019*. Lecturers may also be contacted by e-mail through the myUNISA system (see Section 3).

Any enquiries or queries regarding to matters that do not relate to the module content – e.g. not receiving study material, assignment submission and examination dates and venues – must not be directed to the lecturers, but has to be e-mailed to the addresses given in the following table.

Enquiry	E-mail address
Applications and registration	study-info@unisa.ac.za
General assignment enquiries	assign@unisa.ac.za
General examination enquiries	exams@unisa.ac.za
Study material	despatch@unisa.ac.za
Student accounts	finan@unisa.ac.za
Graduation ceremonies	gaudeamus@unisa.ac.za
myUnisa	myUnisaHelp@unisa.ac.za
myLife e-mail accounts	myLifeHelp@unisa.ac.za

2.3 Telephone calls

Your lecturers are here to assist you in your studies. Please contact them if you have an academic problem. Telephone numbers of lecturers are usually listed in *Tutorial Letter 101* of a particular module, as well as in *Tutorial Letter INFALLP/301/4/2019.*

If you do not get a reply at a lecturer's office, please phone the Departmental Secretary at (012) 429–6071.

Telephone enquiries about administrative matters should be addressed to the relevant administrative section. Consult the brochure **Study @ *UNISA*** for more information in this regard.

2.4 Personal visits

You are welcome to pay a personal visit to your lecturers at the office. The offices of the Department of Information Science are in the Theo van Wijk Building: Floor 10: 155–187.

Always make an appointment for a personal visit to ensure that the lecturer will be at the office and available.

IMPORTANT: ***Always*** **have your student number at hand whenever you contact the University.**

3 VIRTUAL CAMPUS

In line with the mission of the University to provide a flexible, client-centred environment for its students, Unisa has a Virtual Campus.

A ***virtual campus*** is a technological solution to facilitate effective online teaching and learning. The main purpose of developing myUNISA was to improve communication between lecturers and students. You can access this online communication tool via the Internet, by typing in the following URL in the address bar of your Internet browser: https://my.unisa.ac.za

IMPORTANT:
myUNISA is freely accessible to students through the following service providers: • Vodacom; • Cell C; and • Telkom.

In order to use the myUNISA tools – such as academic and assignment records, course-related academic guidance, discussion groups, etc. – you need to register on myUNISA.

After completing your registration, you will be able to log on and access the module codes for which you are registered. You can actively engage with and participate in your modules by means of the following features on myUNISA:

- Official study material (study guides and tutorial letters);
- Additional resources (detailed assignment feedback and references to additional information or information resources relevant to the particular module);

- Discussion forums;
- Announcements;
- Assignments (submission and feedback); and
- Frequently Asked Questions (FAQs).

The purpose and use of myUNISA is discussed in *Study @ UNISA.*

4 DEPARTMENT OF INFORMATION SCIENCE ON THE WEB

4.1 Website

The website of the Department of Information Science contains information on aspects such as:

- Degrees and modules offered;
- Staff members;
- Research projects;
- Publications; and
- The latest news and events.

You can visit us on the website at: http://www.unisa.ac.za/infoscience

4.2 Facebook

The Department also has a Facebook page that is accessible at:

http://www.facebook.com/pages/Unisa-Information-Science/370534949653985

5 PLAN YOUR STUDIES

Read the information in ***Study @ UNISA*** attentively. The brochure contains valuable information on:

- How to conduct your studies at UNISA (which is a distance education institution);
- Potential sources of help;
- Planning (including a year planner); and
- A wealth of other, valuable information.

6 STUDY MATERIAL

Your official study material usually consists of:

- Study guides;
- Tutorial letters;
- Inventory;
- Prescribed books;
- Recommended books; and
- Additional reading material.

6.1 Study guides

The purpose of a study guide is to introduce you to the content of a particular module.

The information in a study guide is not meant to be comprehensive or complete and, therefore, it is essential that study guides are used in conjunction with the prescribed and recommended books, as well as other resources provided for further reading.

All study guides are also available on the relevant module sites on myUNISA. You will be able to access study guides electronically before you receive the hard copy via postal or courier services.

6.2 Tutorial letters

Tutorial letters form an integral part of each module and they should be read attentively and kept for study and reference purposes. They serve as an important means of communication between the lecturer and the student.

Tutorial letters:

- Explain how to use study guides, prescribed books and recommended books that covering the syllabus;
- Provide topics, questions and due dates of assignments;
- Provide feedback, comments and other information on assignments;
- Inform students of the dates and times of discussion classes;
- Provide model answers to practical assignments;
- Provide the requirements of examination admission in a particular module;
- Provide information on examination preparation and the structure of the examination paper; and
- May take the form of workbooks.

It is advisable to keep consecutive numbers of a particular series of tutorial letters (e.g. *Tutorial Letter INS1501/101; 102*, etc.) in the correct sequence for easy reference. In this way, it would be easy to detect missing numbers.

All tutorial letters are also posted on the relevant module sites on myUNISA. You will be able to access tutorial letters electronically before you receive the hard copy via the postal services.

See *Study @ UNISA* for more information on tutorial letters.

6.3 Inventory

When you enrol, you receive an inventory for the current academic year. The inventory lists only items available from the Department of Despatch or at the University's regional offices at that stage. Study material will be mailed to students.

Once you have received your tutorial material, check what you have received against the inventory. You should have received all the items specified in the inventory, unless there is an explicit statement to the contrary (i.e. out of stock).

If any of the items are missing, follow the instructions on the back of the inventory without delay.

Please note: Use ***only*** the telephone number in the inventory for subsequent enquiries about missing tutorial matter (study material).

6.4 Prescribed books

IMPORTANT
Students have to purchase all prescribed books. Some prescribed books can be ordered from UNISA Press, but the UNISA library does ***not*** lend prescribed books to students.

These books are prescribed for study purposes and have been chosen because they present a satisfactory discussion of themes relevant to a particular module.

Please consult the information brochure Study @ *UNISA* for more information on prescribed books.

6.5 Recommended books

When preparing assignments, you should consult recommended books, which are regarded as supplementary to your prescribed books. Recommended works treat particular themes in more detail and present different points of view.

Students do ***not*** need to purchase recommended books. – Recommended books may be borrowed from the UNISA Main Library, the Sunnyside Campus and/or the branch libraries.

6.6 Additional reading material

Additional reading material is not kept in the Study Collection and, although the UNISA Library normally does have copies of these items, it will not necessarily be able to supply them when requested.

You may check the e-journal link of the Library to determine if you can download articles from the Web. Photocopies of articles in the list of additional reading matter (or items mentioned by lecturers during the year) may also be requested on periodical request cards. Such photocopies may not be available on request immediately, but they will be supplied in due course.

6.7 E-reserves

Electronic reserves (e-reserves) can be downloaded from the UNISA Library catalogue. More information is available at: http://libguides.unisa.ac.za/request/request

7 USING THE UNISA LIBRARY

Consult the information brochure *Study @ UNISA* for information on the use of, and services offered by, the UNISA Main Library and its branches.

To avoid disappointment, students should request required library items well in advance. Keep in mind the time required for postal despatch.

You can access the library website from:

- The general UNISA home page at http://www.unisa.ac.za or
- The myUNISA site at https://my.unisa.ac.za

The Library has compiled numerous Library Guides. You may find the following guides particularly useful:

- Finding recommended reading in the print collection and e-reserves: http://libguides.unisa.ac.za/request/undergrad
- Requesting material: http://libguides.unisa.ac.za/request/request
- Postgraduate information services: http://libguides.unisa.ac.za/request/postgrad
- Finding, obtaining and using library resources and tools to assist in research: http://libguides.unisa.ac.za/Research_Skills
- Contacting the Library/finding it on social media/frequently asked questions: http://libguides.unisa.ac.za/ask

We encourage you to make extensive use of the services and information resources available at the library. Contact your branch libraries for assistance with accessing the electronic resources for your assignments and for additional reading.

8 STUDENT PARTICIPATION

8.1 Student contact

Students at the Department of Information Science should note that there may be organised opportunities to meet with their lecturers and to attend a departmental student symposium during the academic year. *Tutorial Letter INFALLP/302/4/2019,* which contains full particulars of the organised contact sessions, will be mailed to you.

8.2 Workshop on information organisation and retrieval

The Department of Information Science organises a practical workshop on advanced retrieval and organisation for **final year Bachelor's degree students** and **Honours students.**

The workshop offers participants the opportunity to interact personally with their lecturers and fellow students and to learn from experts in the field. The workshop will show students how to build on their existing theoretical knowledge and to gain valuable practical experience in:

- Searching the Internet;
- Using Dialog;
- Building a personal database on Inmagic, etc.

We strongly recommend that students make use of this opportunity and make the effort to attend the workshop. The **workshop itself is offered free of charge,** but students have to cover their own travel, accommodation and subsistence costs.

The workshop will take place at UNISA (Pretoria campus) in the course of 2019. *Tutorial Letter INFALLP/303/4/2019,* which contains full particulars of the workshop, will be mailed to you.

8.3 Study groups

8.3.1 Learnerships and internships

Although it is ***not*** a common occurrence, the Department of Information Science is sometimes invited to provide the names of **final year students** for learnerships and internships.

8.3.2 Community projects

The Department is also sometimes involved in community projects in libraries and schools. Interested students can participate in these projects if they live in the vicinity of the projects. Please keep in mind that **participation is voluntary** and **without remuneration**. These projects offer you the opportunity to gain practical experience.

8.3.3 Temporary job opportunities

The Department is also notified of temporary job opportunities at times. Information on these opportunities will be posted on the departmental **Facebook page.**

9 EXAMINATION ADMISSION

Compulsory assignments must be submitted for each module for which you are registered in the Department of Information Science. Refer to the *Tutorial Letter 101* of the respective modules, where the compulsory assignments and their due dates are given.

IMPORTANT
Your examination admission is subject to **submitting the compulsory assignments on time**.

Students should bear in mind that examination scripts are marked not only by the lecturer responsible for the particular module, but also by at least one other independent examiner to ensure that standards are impartially applied. In the case of final year modules in the Bachelor's degree and Honours papers, external examiners are also appointed to moderate the examination scripts.

It is in your own and in the lecturers' interests that you pass the examinations. Please do ***not*** hesitate to contact your lecturers should you experience any problems with your studies, particularly when you are revising the module content.

See also the information brochure ***my Rules @ UNISA*** for more information on examination admission.

10 STUDY GUIDANCE FOR STUDENTS

Consult the information brochure *Study @ UNISA.*

11 MOUSAION

Mousaion is a journal that has been published by the Department of Information Science of UNISA since 1955. In 1972, the original series concluded with number 100 and in 1973, the first issue of *Mousaion II* was published. *Mousaion* is currently published as a quarterly journal of the Department of Information Science.

Reading *Mousaion* is one way for you to keep in touch with developments in the field of Library and Information Science. Therefore, we appeal to our students to read the journal.

Mousaion can be accessed at https://www.upjournals.co.za or through the UNISA Library.

12 PROFESSIONAL ASSOCIATIONS

The following professional associations are relevant to and involved in the Library and Information Science field: LIASA, ASAIB, SAOUG and SAOUG.

12.1 LIASA (Library and Information Association of South Africa)

All students are advised to join the Library and Information Association of South Africa (LIASA). Student membership is accorded to students at tertiary institutions, who are pursuing an academic career as librarians or information workers. Membership enquiries should be addressed to the LIASA Office at:

LIASA House, 228 Proes Street, Pretoria

Tel: (012) 328–2010
(012) 323–4912

Fax: (012) 323–1033

Website: www.liasa.org.za

E-mail: liasa@liasa.org.za

12.2 ASAIB (Association of Southern African Indexers and Bibliographers)

The Association of Southern African Indexers and Bibliographers (ASAIB) promotes all aspects of indexing and bibliographic activity throughout the region.

Membership enquiries should be addressed to the ASAIB Secretary (Dr. Madely du Preez) at the following address:

ASAIB Secretary (Dr. M. du Preez)

C/o Department of Information Science, UNISA

PO Box 392

UNISA 0003

Tel.: (012) 429–6792

E-mail: preezm@unisa.ac.za

Website: http://www.asaib.org.za

12.3 SAOUG (Southern African Online Users Group)

SAOUG provides a forum for the exchange of information on current developments, applications and opportunities in the expanding field of online information in the broadest sense.

For more information on the Southern African Online Users Group (SAOUG) and membership please refer to the website at: http://www.saoug.org.za

12.4 SASA (South African Society of Archivists)

For more information on the South African Society of Archivists (SASA), please contact:

Hendricks

Secretary: SASA National Committee

Phone: +27 11 298 0763

Fax: +27 086 529–7019

E-mail: virginiah@tdw.co.za

You can also access the official SASA website at: www.saarchivist.co.za

9 CONCLUSION

If you need any other, general information on your studies at UNISA, please consult *Study @ UNISA* and/or the general and module-specific tutorial letters.

We wish you all the best with your studies in Information Science.

10 ADDENDUM: SERVICE CHARTER OF THE DEPARTMENT OF INFORMATION SCIENCE

Purpose

In line with the service charter of UNISA, this charter serves to commit the Department of Information Science to the provision of high quality tuition and research in the field of Information Science.

Our commitment is to:

- Develop excellent, relevant and accessible tuition programmes and materials;
- Be available to support and assist our students to accomplish their academic goals;
- Strive to conduct and produce quality research that is relevant to South Africa and Africa at large; and
- Contribute to the upliftment of the society by participating and being involved in the informatisation of our diverse communities.

Our undertaking: To ensure quality tuition, research and output, so as to become the department of choice for students who wish to study Information Science.

Our pledge: We will support UNISA's pledge to be a leading provider of quality distance education and to be *the African university shaping futures in the service of humanity.*