UNIVERSITY OF CAPE TOWN

Department of Knowledge and Information Stewardship, Faculty of Humanities

Postgraduate Diploma in Library and Information Studies

PROGRAMME HANDBOOK

2021

Contents

Introduction

The Postgraduate Diploma in Library and Information Studies programme (often abbreviated to PGDipLIS) is a one-year programme leading to the award of a qualification that is recognised as a first step in a career of work with information. It is a career which calls for a blend of skills, knowledge and a client-oriented personality and which puts you at the service of a community of users of information.

The transformation of South Africa, its economy and society, depends on the ability of the populace to make intelligent use of information. In this, it mirrors the societies in many countries and shares some of their problems and opportunities. The objectives of the PGDipLIS are to enskill you with a variety of information-handling techniques, to encourage discussion of how this ability to make intelligent use of information can be inculcated in society and to introduce you to ways in which the skills can be taught to others. Library and information services play an active and important developmental role in our cultural, economic, scientific and socio-political environment. Libraries are important agents in the South African development agenda and knowledge project. The PGDipLIS aims to produce professional library and information specialists capable of performing a range of tasks required of a quality information service in a range of professional settings, but with a focus on research and metropolitan public libraries which are the main employers in the sector. The Postgraduate Diploma reflects the rapidly changing nature of the LIS discipline and the complex interplay of quality information provision and state-of-the-art information technology which has become characteristic of libraries and information services.

Any postgraduate programme tends to be highly concentrated, with little time to explore the byways and interesting areas you may encounter during its study. Rather, its concern is with the need to provide you, in about 25 teaching weeks, with a sufficient foundation on which to build a professional career. It cannot be a satisfactory preparation for <u>all</u> the circumstances you will encounter during that career: the range of possible uses of information and the way in which the technology of information-handling will change make such an expectation impossible to satisfy. What it can do, however, is to ensure that you have the competence to keep pace with changes and to adapt what you have learnt.

It is to be hoped that you will find the programme interesting; the staff of the Department of Knowledge and Information Stewardship know that you will find it both challenging and hard work. The staff are here to assist you in the task of learning, but your co-operation and commitment are a vital ingredient of success.

Location and contact details of the Department of Knowledge and Information Stewardship

The current physical location of the Department is Level 5 (Hlanganani) of the Chancellor Oppenheimer Library, Library Road, Upper Campus of the University of Cape Town.

Postal address:

Department of Knowledge and Information Stewardship

University of Cape Town

Private Bag X03

RONDEBOSCH

7701

General enquiries and voicemail: 021 650 4546

E-mail: dkis@uct.ac.za

Web page: http://www.dkis.uct.ac.za

Twitter: @DKIS_UCT   **Facebook:** DKIS.UCT

Staff contact details

	Function	Rm	Direct line	E-mail address
Prof. Jaya Raju	Head	5.01	021 650 3091	jaya.raju@uct.ac.za
Ms Alison Davids	Administrative Assistant	5.02	021 650 4546	alison.davids@uct.ac.za
Dr Mzwandile Shongwe	Senior Lecturer	5.05	021 650 2488	mzwandile.shongwe@uct.ac.za
Mr Richard Higgs	Lecturer	5.03	021 650 1852	richard.higgs@uct.ac.za
Ms Michelle Kahn	Lecturer	5.04	021 650 1851	michelle.kahn@uct.ac.za
Ms Andiswa Mfengu	Lecturer	6.02	021 650 3092	andiswa.mfengu@uct.ac.za
Dr Emmanuel Tuyishimire	Lecturer	6.03	021 650 3126	emmanuel.tuyishimire@uct.ac.za
Ms Glynnis Johnson	Part-time Lecturer	4.02	021 650 5684	glynnis.johnson@uct.ac.za
Emeritus A/Prof. Mary Nassimbeni	Senior Scholar	6.08	021 650 3094	mary.nassimbeni@uct.ac.za
Emeritus A/Prof. Karin de Jager	Senior Scholar	6.08	021 650 3094	karin.dejager@uct.ac.za

The Administrative Assistant deals with matters relating to the courses in the programme. For matters relating to registration you will need to contact the Humanities Postgraduate Office,

details of which follow. The Department's Student Advisor is Michelle Kahn. She may be contacted for matters relating to registration, letters of progress/reference, etc.

Your contact details

Please note that it is most important that the Department be able to contact you. At registration, you will have been asked to supply a local address and telephone number: it is your responsibility to inform the Administrative Assistant of any changes to this information.

Similarly, when you have completed the programme, it is a good idea to leave a permanent contact address with the Department, especially if you are seeking employment.

Other contact information

Dean of the Faculty: A/Prof. Shose Kessi	Dean's Office, Beattie Building	021 650 3059	hum-dean@uct.ac.za
Humanities Postgraduate Office	Room 105, Beattie Building	021 650 2691	hum-postgrad@uct.ac.za
Humanities Librarian (LIS): Ingrid Thomson	Chancellor Oppenheimer Library	021 650 3133	ingrid.thomson@uct.ac.za
Careers Service	Level 1, Hoerikwaggo	021 650 2497/8	careers.service@uct.ac.za
Writing Centre	Level 4, Steve Biko Building	021 650 5021	writingcentre@uct.ac.za

Financial matters, such as the payment of fees, are dealt with by the Fees Office on Middle Campus.

Fees Office Enquiries	Level 3, Kramer Building	021 650 1704	fnd-feeenq@uct.ac.za
Postgraduate Centre and Funding Office	Level 3, Otto Beit Building	021 650 3622	pgfunding@uct.ac.za

Seeking advice for academic work

If you wish to discuss some aspect of academic work, please contact the appropriate convener for the course you wish to discuss. The names of the conveners are listed in the course outlines. If you have a question relating to the complete programme or wish to discuss your general progress, you may wish to talk to the Programme Convenor, Michelle Kahn, or the Head of Department, Professor Jaya Raju.

Staff welcome enquiries or comments sent by e-mail; if yours is a simple enquiry it can often be answered more quickly by this means than by seeking an appointment. If you need to make an appointment, consult staff on when a convenient time for them would be. Please remember that staff have other teaching and commitments within and outside the Department, which means that they are unlikely to be available at short notice.

Notice board and Vula site

Timetables and other official notices are on a notice board near the Administration Office of the Department. Advertisements for jobs, scholarships and similar information are displayed there.

Provisional results are also displayed. It is important that you scan this board regularly.

Vula is UCT's online learning and student communication site. It is very important that you regularly visit the Vula site (https://vula.uct.ac.za/) as this is our chief means of communication with students and is the channel for submission of some assignments. The Vula site is also used to post learning materials for the different courses and to conduct course evaluations at the end of each course. It is important, before the programme starts, that you have tested your access to the Vula platform. Use your UCT-issued username (your student number) and password to access Vula. **Important:** Your password was sent to you in your 'Application for Admission' letter from the UCT Admissions Office, and you should change your password in the password self-service application (http://password.uct.ac.za). For password assistance, or if you are unable to locate your password, you can contact the ICTS helpdesk (021 650 4500), who will reset your password for you.

> Emails are sent from Vula to your myuct email account only. If you use an email address other than your myuct email, it is important that you redirect all email from your myuct email account to your usual mailbox, or that you check your myuct email account daily.

If you are a UCT staff member, you must access the Vula website for academic purposes using your student details, rather than your staff login, in order to view study-related courses and communications.

Communications with you

As part of your introduction to UCT, you will be allocated an e-mail address with an electronic mailbox and this will be used to send any urgent information and other official communications. It is important that you check this mailbox regularly. If you have other email accounts, ensure that these accounts are linked to your UCT e-mail account.

If you have a cell phone or a landline where you may be contacted, please make sure that the Department has these numbers and that you notify the Department if these numbers change.

Taking care of your mental wellness

> Many students go through times when they feel so stressed, depressed, lonely or overwhelmed that they are not able to meet all the demands of university life. If you feel like this at some point during the semester, don't go through this alone.
>
> If talking to friends or family feels hard to do or does not help, you can:
>
> - **talk to a trained counsellor** on the 24-hour UCT Student Careline (0800 24 25 26 free from a Telkom line or SMS 31393 for a "call-me-back"),
> - **contact the UCT Student Wellness Service** on 021 650 1017.

UCT has a number of other support services, all of which can be found in the *Student Support and Services* Handbook at:
http://www.students.uct.ac.za/sites/default/files/image_tool/images/434/study_handbooks/2021/UCT_Handbook_5_2021.pdf.

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Diary 2021

TERM 1

2 March	PGDipLIS registration
11 March	PGDipLIS class meeting
15 March	Lectures commence
22 March	Public holiday
2 April	Good Friday (public holiday)
5 April	Family Day (public holiday)
27 April	Freedom Day (public holiday)
30 April	Term 1 lectures end

1-9 May: VACATION

TERM 2

10 May	Lectures resume
16 June	Youth Day
18 June	Term 2 lectures end
28 June-2 July	Project hand-in week. Final projects due 2 July

5-9 July: Work Integrated Learning WEEK 1
12-16 July: Work Integrated Learning WEEK 2
10 July- 1 August: MID-YEAR VACATION

TERM 3

2 August	Start of semester 2. Lectures resume
9 August	Women's Day (public holiday)
9-13 August	Period for confirmation of re-submitted projects
17 September	Term 3 lectures end

20-23 September: Work Integrated Learning WEEK 3
18-26 September: VACATION

TERM 4

27 September	Lectures resume
1 November	Term 4 lectures end
8-12 November	Project hand-in week. Final projects due 12 November
22-26 November	Period for confirmation of re-submitted projects
9 December	Final results posted on system (12h00)

Computer facilities

The Department does not have computer facilities of its own for student use. As a registered UCT student you are provided with a user account so that you can use the computers on campus and store your work, use the internet and send and receive email. You will need a storage device on which to capture data.

Reserving a computer

You may use computers in the Student Learning Centres and computing laboratories whenever they are not in use by booked classes. In some locations you may be able to book a computer for a specific time: please check with the administrator of the facility you wish to use.

Check the notices at each lab for information about opening hours. **Note:** there may be limited access to computer laboratories in 2021 due to COVID-19 restrictions.

Facility	Location
Knowledge Commons, Chancellor Oppenheimer Library	At the main library entrance
Research Wing, Chancellor Oppenheimer Library	Levels 4 & 5 of the library
Postgraduate Commons	Neville Alexander Building
Southside Lab	Level 3, Robert Leslie Social Science Building

SMOKING, EATING, DRINKING AND THE USE OF CELLPHONES IN THESE FACILITIES ARE FORBIDDEN

Storage

You will automatically be allocated some storage space on the network computers that serve the laboratories; however, you are strongly advised to keep a separate back-up copy of your work, especially if it is for assessment purposes.

Software compatibility

Please also note that the word-processing software in use in the laboratories is Microsoft (MS) Word for Windows. Files prepared using other word-processors may not be compatible; you are advised to use one word-processing package consistently.

Here follows UCT's policy on the appropriate use of computing facilities.

Appropriate use of computer facilities

Introduction

Computing and networking are crucial to teaching, research and administration. The University recognises the many benefits from the use of information technology by students and staff. UCT maintains computing and networking facilities for the purpose of conducting and fostering the teaching, research and administration activities of the University.

The *Appropriate use of computer facilities policy* is designed to ensure the proper use of computing facilities consistent with the general principles that govern our academic community. To maximise the usefulness of computing facilities, UCT provides access in the most open manner permitted by the owners or providers of the computing facilities.

Please read this policy carefully. Additional policies may govern the use of particular resources. Be sure to familiarize yourself with these guidelines. Many computing labs on campus have individual policies regarding the use of the lab.

In this policy, the term, 'computer facilities', is defined to include computers, computer networks, connections to external computer networks, and subscriptions to external computer services. 'Licensed Software' collectively refers to copyrighted and proprietary programs, data and documentation.

The failure of any computing facility to prevent unauthorised use of that computing facility does not relieve an individual of the responsibility of obtaining authorisation prior to his or her use of the computing facility.

Prohibited activities

The following activities involving use of Computer Facilities are prohibited:

- Transmitting unsolicited information which contains obscene, indecent, lewd or lascivious material or other material which explicitly or implicitly refers to sexual conduct.
- Transmitting unsolicited information which contains profane language or panders to bigotry, sexism, or other forms of discrimination.
- Transmitting information which threatens bodily harm or which intimidates another person or organisation.
- Communicating any information concerning any password, identifying code, personal identification number or other confidential information without the permission of its owner or the controlling authority of the Computer Facility to which it belongs.
- Creating, modifying, executing or retransmitting any computer program or instructions intended to gain unauthorized access to, or make unauthorized use of, a Computer Facility or Licensed Software.
- Creating, modifying, executing or retransmitting any computer program or instructions intended to obscure the true identity of the sender of electronic mail or electronic messages, collectively referred to as "Messages", including, but not limited to, forgery of Messages and/or alteration of system and/or user data used to identify the sender of Messages.
- Accessing or intentionally destroying software in a Computer Facility without the permission of the owner of such software or the controlling authority of the Facility.
- Making unauthorized copies of Licensed Software.
- Communicating any credit card number or other financial account number without the permission of its owner.

- Effecting or receiving unauthorized electronic transfer of funds.
- Violating any laws or participating in the commission or furtherance of any crime or other unlawful or improper purpose.
- Using the Computer Facilities in a manner inconsistent with the University's contractual obligations to suppliers of Computer Facilities or with any published University policy.
- Using the Computer Facilities for commercial purposes.
- Violating the provisions of copyright, particularly on software, data and publications.
- Broadcasting email messages indiscriminately to all users of a computing facility. The broadcast of messages concerning the use of a facility by the manager of a facility is a specific exception.

Mailing lists

Potential subscribers to electronic mailing lists are responsible for determining the purpose of the list before subscribing. Persons subscribing to an electronic mailing list will be viewed as having solicited materials delivered by the list as long as the material is consistent with the list's purpose. Persons sending materials to a mailing list, which are not consistent with the purpose of the mailing list, will be viewed as having sent unsolicited materials.

Use of external computer facilities

Use of external Computer Facilities is permitted for the purposes of teaching, research and administration. Use of UCT Computing Facilities for commercial purposes is expressly prohibited.

Exceptions

The Executive Director of Information and Communication Technology Services may approve exceptions.

Programme outline

All courses in the Department of Knowledge and Information Stewardship bear a course code beginning with 'LIS'. This is used to identify courses on the timetables and in examination results.

The Postgraduate Diploma in Library and Information Studies (PGDipLIS) is a one-year, postgraduate programme. It serves as a basic professional qualification for those planning a career in libraries, resource centres or information services.

Requirements for the Diploma

A candidate for the Diploma shall complete:

    a) all five courses (24 credits each) prescribed for the Diploma amounting to a value of not less than 120 credits;

    b) the prescribed Work Integrated Learning (included in LIS4052W)

The courses prescribed for the Diploma are:

LIS4050W	Research Methods & User Studies	24 credits
LIS4051W	Information Resources	24 credits
LIS4052W	Resource Planning & Use	24 credits
LIS4053W	Resource Description & Communication	24 credits
LIS4054W	Knowledge Organisation & Management	24 credits

Attendance and submission of work

Because of the nature of this professional programme, classes are delivered primarily via contact, with learning materials posted to Vula before or after class. Class activities include lectures, computer lab sessions and practical exercises. Assessed project work (including practical assessments) constitute the examination requirements for each course; the precise mixture of assessment varies with each course and is given in the course outlines. **You are required to submit all assessed projects or assessed practical work by the due date.** If you are unable to submit a piece of assessed work by the deadline you must consult with the course convener about this before the deadline, providing an explanation for late submission (e.g. a medical certificate) and submit the work as soon as possible thereafter. All cases of late submission will be considered by the convener who will apply such penalty appropriate in the circumstances, including the lowering of a mark, the award of a failing grade or failing the candidate in the assessment as a whole. The convener will take into account any extenuating circumstances, such as illness or accident, to which they may have been notified in writing, together with any relevant medical certificates or other evidence. Failure to submit assessed work will result in no marks being awarded for that component and for the course as a whole. Work for assessment should be submitted on Vula, or at the Department's office or directly to the lecturer concerned. If it is received by the administrative staff, it would be signed and dated and then passed to the appropriate lecturer for marking. **Submission of all assignments and 80% class attendance are required in all courses.**

A record of class attendance will be kept. Failure to attend classes or to carry out practical work will negatively affect your progress, as well as your chances for departmental bursaries and awards. Your attendance record will attract critical comment in any reference or testimonial on your suitability for employment.

Dates for final submission of examination projects

First semester: **Friday 2 July 2021, by 17h00** (unless otherwise stated).
Second semester: **Friday 12 November 2021, by 17h00** (unless otherwise stated).

NO EXTENSIONS TO THESE DATES WILL BE GRANTED

Courses

LIS4050W RESEARCH METHODS & USER STUDIES (24 credits)
1st & 2nd semesters
Convener: Professor Jaya Raju
Course outline: The course introduces quantitative and qualitative research techniques in library and information studies research. Research ethics will be considered. In such a research context, students will also examine the cultural, social and educational role of libraries and how they may contribute to the development of communities through the design and provision of services meeting their needs.
Assessment: Students are assessed throughout the course. A few practical assignments early in the course and a presentation will be formative in nature as a means of orientation and will count for 15%. The formal assessment will consist of an examination project (in the form of a literature review) worth 25% and a substantial research proposal (externally examined) counting for 60%.

LIS4051W INFORMATION RESOURCES (24 credits)
1st semester
Conveners: Ms Michelle Kahn
Course outline: This course develops a perspective on how, by whom and for whom knowledge is produced. It focuses on the methods and systems devised to organise knowledge and information for retrieval and use. It examines the role of the library in the dissemination of knowledge and it aims to equip the student with skills to provide support to people with information and research needs.
Assessment: Students are assessed throughout the course. Assignments early in the course will be formative in nature as a means of orientation (35%). The formal assessment is in the form of an examination project (65%).

LIS4052W RESOURCE PLANNING & USE (24 credits)
2nd semester
Convener: Ms Glynnis Johnson
Course outline: An introduction to the management, planning and evaluation of resources within the context of information organisations. A work integrated learning module forms part of this course, as does a personal and professional development programme (PPDP) with UCT's Careers Service.
Assessment: Students are assessed throughout the course. A few practical assignments early in the course will be formative in nature as a means of orientation. The formal assessment will consist of one major project worth 60%, assignments worth 20% and a Work Integrated Learning (WIL) report worth 20%.

LIS4053W RESOURCE DESCRIPTION & COMMUNICATION (24 credits)
1st semester
Convener: Dr Mzwandile Shongwe
Course outline: An introduction to the principles and standards for the creation of bibliographic and other databases, with an emphasis on metadata for a variety of formats, and authority control. The application of digital technology in the bibliographic environment. An examination of the construction and development of digital collections including institutional repositories and open access movement as well as web content management and optimisation.

Assessment: Students are assessed throughout the course. A few practical assignments early in the course will be formative in nature as a means of orientation. The formal assessment will consist of two practical assignments worth 40% and an examination project worth 60%.

LIS4054W KNOWLEDGE ORGANISATION & MANAGEMENT (24 credits)
2nd semester
Convener: Dr Mzwandile Shongwe
Course outline: An examination of knowledge organisation and the management of knowledge for effective information retrieval systems. It introduces subject analysis and control, classification, vocabularies as well as indexing theory and application in the context of information systems. The other aspect covers the theory and practice of Knowledge Management.
Assessment: Students are assessed throughout the course. A few practical assignments early in the course will be formative in nature as a means of orientation. The formal assessment will consist of two practical assignments worth 40% and an examination project worth 60%.

Work Integrated Learning

Work Integrated Learning (WIL) is an integral and compulsory part of the programme. Its purpose is to ensure that you have an opportunity to relate theory to practice and to gain some practical knowledge of different types of information work, routine procedures and managerial problems so that you will be able to cope in the early stages of your career in a professional job. Your work will be supervised by a senior manager of the library, resource centre or information service in which you are undertaking your WIL and supervisors are asked for a brief comment on your work. The WIL report, which you are required to complete, is an opportunity for you to reflect on the experience and draw theory and practice together. The comments of supervisors and your report are valuable evidence of your practical abilities and staff of the Department often include such details when writing confidential references.

If you have appropriate and extensive experience of work in a library, resource centre or information service prior to enrolling for the Diploma you may be eligible for exemption from part, or all, of the WIL period. You must have worked under the supervision of a qualified librarian or professional information worker for a minimum of two months to be considered for exemption. Occasional sessions as a student helper in a library, resource centre or information service *do not* satisfy the requirements for exemption. To be considered for exemption, prepare a short résumé of your experience and, for each period, the name and contact details of the qualified librarian or professional information worker who supervised your work. Even if you have been granted exemption from the WIL period you will be required to produce a satisfactory report on your prior experience.

WIL can take place in a variety of venues and the interpretation of 'library, resource centre or information service' is taken quite broadly. One of the roles of the WIL co-ordinator is to advise and place students in suitable locations; if you have a specific request you should ask that this be considered. Students whose homes are not in Cape Town may wish, for example, to take a placement nearer their homes in order to reduce travelling and accommodation costs. Consider the type of service point in which you might want to gain experience: for example, a public library in a municipality, an academic library serving university staff and students, a resource centre supplying information about careers, or an information service in a petrochemicals company.

No student will be eligible for the award of the Diploma without having satisfied the Work Integrated Learning requirement.

Assignments and assessment

In many cases, the expected length of assessed work will be indicated by the lecturer setting the work. If no guideline is given, the following conventions apply:

Report: 2,000 words
Essay: 2,500 words
Research proposal: 3,000 words
Project: 5,000 words

Presentation of assignments

Assessed work must be submitted in a word-processed form. Text should be laid out with line spacing of 1.5, font size 12 and page numbers; a summary and the use of section headings are also expected. Sources used should be cited using a consistent style; the Department recommends a style which is presented in the *UCT author-date reference guide*. The guide is available via the UCT Libraries website under Research – Research Help – Referencing help – Referencing Style Guides. **For assessed work, marks will be deducted for referencing errors and a zero assigned when more than 10 referencing mistakes are found**.

It is *your* responsibility to check your work for the use of correct spelling, grammar and punctuation. All word-processing programs contain a spellcheck and you are advised to use it. **Marks will be lost for poor presentation.**

Many people find writing essays and projects difficult, especially when it comes to getting started. You may like to experiment with one or more of the various Online Writing Assistants available on the World Wide Web. The UCT Writing Centre may also be able to assist you.

All written work that you submit is expected to be in an academic style, that is: concise, clear and unambiguous, and in South African English. Pay particular attention to common mistakes such as the use of apostrophes and verbal concord. Attention should also be paid to layout and formatting, ensuring that these are consistent and conducive to easy reading. Ensure that word processing language settings are set to South African English by default.

Be disciplined in your use of language tools such as dictionaries and thesauri, as well as a good style guide such as: Strunk, W. & White, E.B. 2014. *The elements of style*. New York: Pearson, which is available in the UCT Library and in the Research Commons (Location: 428.2 STRU).

When you are handing in assignments, attach a cover page to your work. This must include the following information:

- Your name
- Your student number
- Date of submission
- Name of lecturer for whom the work has been prepared
- Course code and title (listed in the Faculty Handbook and page 5 of this Handbook)
- Title of assignment (a descriptive title you have invented, or it may be taken from the assignment schedule)
- A signed statement that the work is your own, using the following wording:

PLAGIARISM DECLARATION
1. I know that plagiarism is a serious form of academic dishonesty.
2. I have read the document about avoiding plagiarism, am familiar with its contents and have avoided all forms of plagiarism mentioned there.
3. Where I have used the words of others, I have indicated this by the use of quotation marks.
4. I have referenced all quotations and properly acknowledged other ideas borrowed from others.
5. I have not and shall not allow others to plagiarise my work.
6. I declare that this is my own work.
7. I am attaching the summary of the Turnitin match overview (when required to do so).

SIGNATURE:

DATE OF SUBMISSION:

An assignment covering several pages ought to include a contents page listing the sections. Remember to:

- number the pages of the assignment
- cite sources wherever you are referring to someone else's work
- include the plagiarism declaration (above).

If you wish, you may present your work in a binder.

Your lecturer will advise whether work must be submitted on Vula or in hard copy. Emailing work for assessment is not acceptable.

Essays, projects and other work that form part of the assessed work for a course will be retained as a part of the record of the final assessment and will not be returned to students. If you wish to retain a copy, please make one before submission; it is also wise to do this in case you need to revise the work for an additional or supplementary assessment.

Marking conventions

In marking any piece of work, the staff of the Department look primarily at content: a brief, but clear, statement of intent or definition, an explanation which proceeds logically and uses appropriate examples and supporting evidence, and a reasoned conclusion. In all academic work, the sources of any quotations or supporting evidence must be cited accurately.

Presentation is a secondary, but still important, consideration. Providing headings to distinguish parts of the text and organise the flow of argument is a simple way of ensuring that the reader can follow the content with ease. A tidily presented piece of work that is easy to read will ensure that the attention of the reader is not distracted from the intellectual content.

Marks are awarded for both the content and the presentation of work.

The following range of marks is used:

75% and over	First Class
70 - 74%	Second Class (1st Division)
60 - 69%	Second Class (2nd Division)
50 - 59%	Third Class
Under 50%	Fail

Distinctions

The Diploma may be awarded with distinction to a candidate who has achieved an overall average of 75% and not less than 70% in any of the following courses individually:

LIS4050W	Research Methods & User Studies
LIS4051W	Information Resources
LIS4052W	Resource Planning & Use
LIS4053W	Resource Description & Communication
LIS4054W	Knowledge Organisation & Management

Obtaining your results

Provisional results, if available, are posted on the noticeboard outside the Department and on Vula. Students may obtain final course results via PeopleSoft (go to http://www.students.uct.ac.za – PeopleSoft (students)). Under no circumstances may the Department of Knowledge and Information Stewardship supply you with these results or any letter, testimonial or reference about your results until they are formally released on PeopleSoft.

Please note that the University will only give you a transcript of results if you have settled your fee account.

Revisions and re-submissions

If you have received a failing grade of between 45% and 49% for a piece of assessed work, you may be required to revise the defective work.

> IT IS YOUR RESPONSIBILITY TO CHECK WHETHER YOU NEED TO REVISE ASSESSED WORK AND TO NOTE THE APPROPRIATE DATES FOR REVISIONS.

Please refer to the Weekly Calendar (you have been provided with a copy of this) regarding dates for confirmation of re-submitted work.

If you have received a failing grade for the assessment of a course, you will have to re-register to repeat that course in a subsequent year in order to complete the requirements of the Diploma. You are only granted one opportunity to repeat a course.

Consult the *Faculty of Humanities (Postgraduate) 2021* Handbook for general information, faculty rules, and more information about the Department's academic offerings. Available online: http://www.students.uct.ac.za/sites/default/files/image_tool/images/434/study/handbooks/2021/2021_HUM_PG_Handbook.pdf.

Academic dishonesty

The University will not tolerate academic dishonesty. All forms of cheating, if detected, attract severe penalties, including the award of zero marks for the work in question and prosecution before the University Court. If the case is proved, a conviction for cheating will appear on your academic record and can result in your expulsion from the University. Such a conviction will almost certainly hinder your professional career.

Cheating includes plagiarism. Plagiarism occurs if you copy text from another source (another student or published work, for example) and do not acknowledge the original source.

> **Plagiarism is an academic offence and will not be tolerated; if detected it will be subject to disciplinary action and may lead to expulsion from UCT. The Department uses the *Turnitin* application for checking duplication and plagiarism. Substantial written assignments require submission to *Turnitin* through the Vula online learning platform. Your lecturer will set up assignments in Vula accordingly, and submission to *Turnitin* is automatic. You can view your *Turnitin* report on Vula before the final hand-in date.**
>
> **For submission of hard-copy assignments, you are required to attach the Turnitin Summary Report to your submission. This Summary Report is accessible in the final section of the PDF download report from the *Turnitin* interface accessible via Vula.**
>
> **If the *Turnitin* report reveals a significantly high percentage of duplication (with acknowledgements), then the work would be immediately returned to you for rewriting and re-submission.**
>
> **Please ensure that submissions of final drafts to *Turnitin* are done well in advance of the final due date for the assignment, to prevent delays. Note that the turnaround time for reports on new drafts of the same assignment is 24 hours.**

Turnitin queries may be referred to Richard Higgs, or to the Vula helpdesk (x5500 or help@vula.uct.ac.za).

It is your responsibility to ensure that all work which is not your own is acknowledged and correctly cited. The *UCT author-date reference guide* recommends and illustrates an appropriate style. Please note that you are required to complete a Plagiarism Declaration (see page 7 of this Handbook) in respect of *every* piece of work you submit for assessment.

> For guidance on Vula, referencing, citation management, time management, and plagiarism and *Turnitin*, you are required to attend the **Academic Orientation** series of lectures on selected Mondays at 15h00. See timetable for details.

What next?

Having completed your studies, you may decide to use your qualification in a number of ways. Skilled professional information workers can be found in libraries serving communities (e.g. public libraries) and organisations (e.g. university libraries), services supplying specialised information to groups such as lawyers or doctors and in 'information broking' groups, which sell information to clients. Your choice of career path depends largely on how you wish to put your professional skills to use.

You may wish to discuss your career path with the staff of the Department, who have knowledge of job opportunities in South Africa and some knowledge of the work environment in other countries. The Careers Office (Level 1 of the Hoerikwaggo Building) is also a source of help in the task of preparing a career profile, résumé or job application.

Jobs are advertised in national and regional newspapers and electronically on various listservs. The noticeboard in the Department of Knowledge and Information Stewardship is used to display details of any jobs of which the staff are aware. Vula is also used to share these job advertisements with you.

Please make sure that you inform the Administration Assistant of your new contact details when you leave at the end of the academic year.

Testimonials and references

References take two forms: testimonials and confidential references. Testimonials simply record whether you have attended the programme and whether your conduct has been satisfactory. Few prospective employers will wish to rely upon this limited information. For this reason, if you are making an application for a job, it is usually preferable to list a member of the academic staff as a confidential referee whom the prospective employer can contact. Please ensure that you

- obtain permission from the member of staff before doing this
- give the member of staff a copy of your C.V.
- list the correct name and academic title of the member of staff and full contact information.

Further study

The Department offers higher degree programmes at Masters and Doctoral levels. Study at this level needs a combination of academic competence, experience and a receptive personality. For this reason, many people choose to work for a few years to acquire experience in a professional post before undertaking further study. However, the Department is willing to consider direct admission from the Diploma programme if you have a total grade average of at least 65%. Other applicants are considered if they have sufficient, and appropriate, experience.

Library and information service associations

Within South Africa there is, at present, one association of people who work in libraries, resource centres and information services. Meetings may be advertised on the noticeboard of the Department and on Vula and you are welcome to attend, join and take part.

Librarians are highly networked people: that is, much of their job depends on knowing people and sources of information. Joining a professional association is a good way of beginning to form your own network and contributing information to the networks of others.

> *Library and Information Association of South Africa (LIASA)*
> Web site: https://www.liasa.org.za/
> For Western Cape membership:
> Contact: Mercia Sias
> Telephone: 021 807 6285
> E-mail: mercias@drakenstein.gov.za

There are other specialist national associations:

> *Association of Southern African Indexers and Bibliographers (ASAIB)*
> Website: http://www.asaib.org.za/
> Contact: Marlene Burger
> Telephone: 012 660 0911
> E-mail: marlene@burger.nom.za

In the broader African context, you may like to get involved with:

> *African Library and Information Associations and Institutions (AfLIA)*
> Website: http://aflia.net/

> *Standing Conference of Eastern, Central and Southern African Library and Information Associations (SCECSAL)*
> Website: http://www.scecsal.org

There are also international associations, such as the International Federation of Library Associations and Institutions (IFLA). Membership may be individual or corporate, depending on the rules of the association.