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| **Module Specification**  **ARIM003 – REFERENCE AND USER SERVICES** |
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**1. Module Details**

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| **Module Title:** | REFERENCE AND USER SERVICES |
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| **Short Title:** | REFERENCE & USER SERVICES |
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| **Module Code:** | ARIM003 |
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| **Marketing Module Synopsis:** | This module considers the ways in which archives and records services interact with their users. We preserve and manage records and archives so that the information they contain can be accessed and used and providing a reference service provides a tangible relevance to the whole activity of the repository, bringing together people with the information they want. Reference services are the means by which access is delivered to users. Before we look in detail at the practicalities of providing a reference service, this module will consider the whole issue of access in a wider context. The ethics of access, legislation, standards and wider information networks will impinge upon the work that you do and it is important to be aware of them. |
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| **Credits:** | 15 |
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| **Level:** | Level 6 |
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| **Delivery Location(s)** | Main Campus |
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| **Semester:** | Whole Session |
|  |  |
| **Academic Year:** | 2022-23 |
|  |  |
| **Faculty:** | Faculty of Humanities and Social Sciences |
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| **School/Institute (Level 2):** | School of Histories, Languages and Cultures |
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| **Curriculum Board (level 1):** | History |
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| **Module Coordinator:** | Victoria Stobo |
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| **Other staff:** | Alexandrina Buchanan |
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| **External Examiner(s):** | Jenny Bunn |
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| **Pre-requisites:** | INTRODUCTION TO ARCHIVES AND RECORDS MANAGEMENT 2021-22, PROCESSING RECORDS AND ARCHIVES 2021-22 |
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| **Co-requisites:** | N/A |
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| **Barred Combinations:** | N/A |
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| **CE/CPD Provision:** | Yes |
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| **Overview:** | There are the following non-modular requirements: Students should:Be currently employed or active in a records / archives environment;Have occasional access to computer / internet facilities;Have completed ARIM001 and ARIM002 before commencing this module. |
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| **Notes:** | This module is due to commence in September 2019. No major or minor modifications, administrative updates only 24.05.19.Admin updates 17.02.22 |
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| **Maximum Places:** | 30 |
|  |  |
| **HESA Cost Centre(s):** | History |
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| **Status:** | Approved |

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| **HECoS Subject** | **Proportion (%)** |
| 100302: History | 100 % |

**The table below is automatically completed from programme data held in Curriculum Manager; during 2019/20 it is likely to have no data or incomplete data until all programme records are in Curriculum Manager.**

| **In Programmes:** | **Programme Validation Status** | **Module Status:** | **Programme Stage / Group / / Sub-group** |
| --- | --- | --- | --- |

**The table below must be completed for module approval, including confirmation that there are zero costs to the student.**

| **Student Cost(s)** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | | | | **Costs range:** | |
| **Cost Type:** | **Description:** | **Value type** (exact, approximate or max/min range)**:** | **Cost** (exact or approximate): | **Minimum Cost:** | **Maximum Cost:** |
| Student Cost | Reasonable costs including printing and text books. | MUST BE COMPLETED FOR APPROVAL |  |  |  |

**2. Aims and Content**

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| **Educational Aims:** | | | |
| To enable the student to identify and provide appropriate services for dealing with enquiries in different record keeping environments. | | | |
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| **Outline Syllabus:** | | | |
| Topics covered during the module may include:The importance of access; Defining reference and user services; Internal and external users of these services;Understanding users and user needs;Managing enquiries;Providing a search room service; Using finding aids;Providing remote access;Provision of surrogates. | | | |
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| **Reading lists and resources:** | | | |
| **Type** | **Category** | **Title** | **Description** |
| General Resource | Link to Reading Lists | Reading lists are maintaned at readinglists.liverpool.ac.uk | Use the following link to access and maintain reading lists for this module:http://readinglists.liverpool.ac.uk/modules/arim003.html |
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**3. Module Outcomes (learning outcomes, skills and other attributes)**

| **Ref No.** | **Learning Outcome / Skill:** | **Category:** |
| --- | --- | --- |
| LO1 | Explain the importance of access within the national and international environment. | Learning Outcomes |
| LO2 | Analyse different types of reference service and explain their aims and objectives. | Learning Outcomes |
| LO3 | Describe different types of user and understand and respond to their needs. | Learning Outcomes |
| LO4 | Contribute to the management of a public searchroom service. | Learning Outcomes |
| LO5 | Make effective use of finding aids. | Learning Outcomes |
| S1 | Business and customer awareness basic understanding of the key drivers for business success – including the importance of innovation and taking calculated risks – and the need to provide customer satisfaction and build customer loyalty | Skills |
| S2 | Communication and collaboration online participating in digital networks for learning and research | Skills |
| S3 | Digital scholarship participating in emerging academic, professional and research practices that depend on digital systems | Skills |
| S4 | Information technology (application of) adopting, adapting and using digital devices, applications and services | Skills |
| S5 | Information literacy online, finding, interpreting, evaluating, managing and sharing information | Skills |
| S6 | Positive attitude/ self-confidence A 'can-do' approach, a readiness to take part and contribute; openness to new ideas and the drive to make these happen | Skills |
| S7 | Problem solving/ critical thinking/ creativity analysing facts and situations and applying creative thinking to develop appropriate solutions. | Skills |

**4. Assessments**

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| **Assessment Strategy:** |
| Report on user services. |

**All fields in the table below must be completed for module approval.**

| **Method** | **Description** | **Type** | **Units of Length** | **Length** | **Min** | **Max** | **Description (re length)** | **Weighting** | **Assessment period(s)** | **Group Work** | **Must Pass** | **Final Assessment** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Coursework | There is a resit opportunity. Standard UoL penalties will apply. This is an anonymous assessment. | Summative | Words | N/A | N/A | 3000 | Up to 3000 words | 100 % | Sem 2 | No | No | Yes |

***Please see Appendix 1 for details of the outcomes tested by the above assessments.***

**5. Learning and Teaching Methods**

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| **Summary of Learning and Teaching Methods:** |
| Online Discussions:Learning blog.Notes: Online learning blog in Canvas designed to encourage interaction with other students.Online Quiz:Xerte based test your learning quizzes.Notes: Online test your learning quizzes designed to test whether learning outcomes have been achieved.Practical:Suggested activities designed to explore practical implications of theoretical learning.Notes: Activities are suggested to enable students to put into practice what they have learned and/or to learn through doing.Self-Directed Learning: Students are given access to online learning materials which include reading, quizzes, learning blog and suggested activities which are carried out according to the student's requirements. |

**The following table must be completed for module approval, accounting for all hours associated with the credit value of the module, e.g. for 15 credits there should be 150 hours of learning and teaching activity, including independent learning.**

| **Learning and Teaching Method:** | **Length (Minutes):** | **Times per Week** (if applicable): | **Number of Weeks** (if applicable): | **Calculated Hours** (if applicable): | **Hours:** |
| --- | --- | --- | --- | --- | --- |
| Self-Directed Learning | N/A | N/A | N/A | N/A | 150 |

**6. Supplementary Information**

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| **If a risk assessment is required for this module for students under 18, please record a summary of the risks:** | N/A |