ABRIDGED GUIDE FOR PERSONAL INFORMATION MANAGEMENT (PIM 5011)

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Session 1: Introduction to PIM 5011
Session 2: Steps in doing a search
Session 3: Techwiz (LIS Catalogue)
Session 4: Information communications technology
Session 5: Other electronic information sources
Session 6: Presentation of the information task
Session 7: Referencing (Harvard Method)
Session 1: Introduction to PIM 5011

Aim of the course

The aim of the course is to enable learners to become self-directed, lifelong learners by being able to know when information is needed, how to identify, locate, retrieve, evaluate and use or present the needed information.

Outcomes of the course

By the completion of this course, you should be able to:

- Determine the nature and extend of the information needed.
- Access information effectively and efficiently.
- Evaluate information and its sources critically and incorporates selected information into your knowledge base and value system.
- To use individually or as a member of a group, information effectively to accomplish a specific purpose.
- To understand many of the economic, legal, and social issues surrounding the use of information, accesses, ethical and legal use.
- To manage information collected or generated.

What is Information Literacy?

Information literacy is regarded as the ability to determine when one needs information, to be able to access the information, to evaluate and use the information.

To add further on the statement given above, nowadays we are living in an information society whereby technology grows so rapidly that it becomes difficult to keep pace with constant new developments. It is important to be information literate in order to be competitive in the world dominated by competition and excellence. According to Doyle (1994: 2-3) information literacy is when a person is able to:

- Recognise when information is needed
- Define the information need
- Identify relevant information sources
- Locate the information
- Knows how to apply search strategies
- Evaluate the information
- Organise the information
- Apply critical thinking
- Generate new knowledge

The need for people to be information literate is caused by the urge and endeavours to develop expertise in their field of studies, business; job related skills, as well as personal life. The person should be able to select what is relevant in terms of the task at hand. It is mentioned that those who are capable of accessing and using information are usually successful in the competition characterized by the market world.
Session 2: Steps in doing a search

The outcomes

After completion of this session you know the following:

- Identify key concepts in an information search
- Combine key concepts effectively

Introduction

Research involves more than sitting down at a computer and typing in searches. It requires that you apply some basic critical thinking skills. To be able to select the most appropriate sources, you have to go through different steps.

Steps in performing a search

Step 1: Identify your topic

- The first step is to identify your topic. This is done by thinking about the information you need. It is very hard to find something if you do not know what to search for.
- Is the topic sufficiently narrow? For instance, if you want to do research on the use of the Internet, you will find way too much information to sort through. It is then better to narrow down your topic so that it is more manageable.
- Is the topic too general? You will then have to find a way to focus it. Try limiting your search by using one or more of the following:
  - A specific time period
  - A specific geographical area
  - A specific group of people
  - A particular aspect of the subject
  - From the viewpoint of a specific discipline

If you have to write an assignment of 15 pages on the use of the Internet, you might be able to narrow it down by limiting it to:

- the past five years
- South Africa
- undergraduate students.

You now have a well thought through topic for your assignment and are ready for step 2.

Step 2: Select an information source

You have to ask yourself a number of questions to determine exactly what information you need for your topic.

- Do you have to write an assignment, a thesis, give a lecture or a presentation?
- How long does the assignment have to be? For example, do you need information for an assignment of three pages or 20 pages?
- Do you need current or historical information?
- Does the information apply to a specific country?
- When do you need the information?
- What languages are you able to read?
Do you need information from books, journals, newspapers or all types of information sources?

By answering these questions, you will now know whether you have to use reference works, handbooks, journal articles or all of these sources.

But, before sitting down at a computer, you need to identify the main concepts of your information need in order to compile a search strategy.

**Step 3: Identify the key terms**

Step 3 involves the identification of the key terms for your topic. A key term is an important component of a topic. A topic can also have more than one key term, depending on the complexity of the topic. Identifying the key terms is also important because a computer cannot think. It searches only for the words that you type in, exactly as you type them in (well…almost always - this statement will be discussed in more detail in the next session).

For instance, if you have to write a short essay on Plagiarism among students at higher education institutions

The key terms will be: Plagiarism
Students
Higher Education

**Step 4: Identify the search terms**

In step 4, you have to apply some critical thinking skills to the key terms and think of additional search terms to use. If you use only the key terms, you will retrieve some information, but by using additional search terms, you will ensure that you do not miss any important records. It is important that you spend enough time in identifying search terms in order to find the best records for your topic. The following list can help you make certain that you have covered all the possibilities:

- Synonyms
- Singular and plural forms
- Related terms
- Narrower terms
- Broader terms
- English or American spelling
- Abbreviations or acronyms

**Step 5: Combine search terms**

Step 5 involves combining the different terms that you have decided on. You can use special techniques to search more effectively. When you want more than one word or idea, you need to enter your search in a way that the database, which is highly structured, will understand. Connector words such as **AND** and **OR** are important to use when you combine ideas. This is also referred to as using **Boolean logic**. **AND** and **OR** are referred to as **Boolean operators**.
When you want to find records that contain two or more ideas, you should connect the words with **AND**. This means that both concepts must appear somewhere in the record. **AND** is used to **narrow** a search. If a record had only one of the concepts, it will not be retrieved by this search. **AND** is best used for linking different ideas. You can use **AND** many times in a single search statement.

![Diagram](poverty AND crime)

When you use **OR** between two terms, it means that either term may be in the record that is retrieved. **OR** is best used for synonyms of a term. Because any one of the terms may appear in the record, **OR** is used if you want to **broaden** your search. We usually say **OR FOR MORE**. You can, as with **AND**, string as many terms together using **OR**. But remember, the more **OR**'s you use, the more records you will retrieve.

![Diagram](college OR university)
Session 3: Techwiz (LIS Catalogue)

Outcomes

After this session you should be able to:

➢ Search for material on the LIS Catalogue

To access the Catalogue:

www.cut.ac.za
Library
Search Block
Catalogue

You can search for books, theses, DVD titles as well as e-book titles on the catalogue.

Search options to locate books in the LIS:

• Author (typing in the surname only)
• Title (Full, correct title)
• Keyword (Meaning full words, not sentences)
How to find books in the LIS

Every book in the Library has a call number or shelf number on its spine. Books are arranged according to the call number. The call number consists of a number from the Dewey Decimal Classification System, which specifically describes the subject covered by the book, and three letters, e.g. 658.3 ALG.

- The call number allows you to find a particular book in the Library.
- The call numbers of all the books in the Library can be found on the Library’s electronic catalogue, Techwiz on level 1.
- Books are arranged on the shelves in numerical order according to their call numbers. The shelf numbers operate like decimal numbers therefore 510.19 will be before 510.9.
- Where there is more than one book on a subject, the books will have the same classification number but the three letters that appear at the end of the number will differ. These three letters are either part of the author’s surname or part of the title of the book.

How does one find a book’s call number?
The computerized catalogue, Techwiz, on level 1 will tell you if a book, thesis, video or journal is held in the LIS. The records contain complete information about every book or other kind of material. You will be able to determine the shelf number of the book, how many copies the Library has and in which collection you will find it. The place and date of publication, the name of the publisher as well as other information such as the number of pages are also included.
Session 4: Information communications technology

Outcomes

After this session you should:

- Know what a database is
- Know what a fulltext database is
- Know what the difference between HTML and PDF formats is
- Know how to formulate search strategies
- Know how to search effectively on selected individual fulltext databases

What is HTML format?

“HyperText Markup Language”. The document format used on the Web. Web pages are built with HTML tags (codes) embedded in the text. HTML defines the page layout, fonts and graphic elements as well as the hypertext links to other documents on the Web.

What is PDF format?

“Portable document format”. It is a specification for electronic files representing hard copy documents. It has the following characteristics, reliability, and shows page numbers, small file size etc. (Macduff, 2002)

Databases and Fulltext Databases

A fulltext database is a resource that provides access to the complete text of an item. In a fulltext periodical resource, both the bibliographic descriptions and the articles themselves will be available.

The LIS at the CUT subscribes to the following fulltext databases (only a few mentioned) to ensure convenient, qualitative, scholarly, accurate and professional information:

- EbscoHost
- ProQuest
- ScienceDirect
- SA ePublications
- Ebscohost Discovery Service (Federated Search Engine – Search through all of the databases simultaneously)

Steps to access all the LIS databases:

www.cut.ac.za
Click on Library
Search block will appear
Make sure your cursor is on Discovery
Click on Databases On Campus/Databases Off Campus
Select Database
http://www.cut.ac.za/elec-resources/

Select Ebscohost Discovery Service:

Click on Advanced Search
Type in your keywords (meaning full words, full topic titles are not used)
Select Full Text (tick-off box)
Select Scholarly Peer Reviewed Journals (tick-off box)
Select a date range

Click on Search
Use options on the left hand side to limit your results
Session 5: Other electronic information sources

Outcomes

By the end of this session you should be able to

- Understand what Google Scholar is
- To know how to search on Google Scholar
- Understand what Open Access Directories are
- To know how to use the Open Access Directories
- Understand what an Institutional Repository is

Google Scholar

What is Google Scholar:

Google Scholar allows you to search across a wide range of academic literature. It draws on information from journal publishers, university repositories and other scholarly web sites.

How to search on Google Scholar:

https://scholar.google.co.za/

Use inverted commas if your keyword consists of two or more words that needs to be together, for example:

"Clinical technology"
"south Africa"
"higher education"

Use the OR Boolean Operator for synonym searches, for example:

“higher education” OR “tertiary education” OR university

A Scholarly Advanced Search option is also available to limit your results (click on the drop-down arrow next to the search bar)

To access the full text: PDF link on the right-hand side (if available, not all records are available in full text)

Open Access Directories:

Directory of Open Access Journals (https://doaj.org/)

DOAJ is an online directory that indexes and provides access to high quality, open access, peer-reviewed journals.

How to use the directory:

Click on Advanced Search

Type in your keywords – Search Term (inverted commas can be used for two or more words that needs to be together)

You can limit your results by changing the “search all” option to the “title” option.

Click on “full text” link to download the whole article

Directory of Open Access Books (http://www.doabooks.org/)
The primary aim of DOAB is to increase discoverability of Open Access books

How to use the directory:

Click on Advanced Search

Type in your keywords (Inverted commas can be used for two or more words that need to be together)

Click on search

To download the book – click on Free Access & Open

CUT Institutional Repository (http://ir.cut.ac.za/)

DSpace is a digital service that collects, preserves, and distributes digital material. Repositories are important tools for preserving an organization's legacy; they facilitate digital preservation and scholarly communication.

How to use the repository:

Search under a Faculty OR
Search under an author (CUT Lecturer, CUT Researchers)
Search under Titles
Full text: click on the title and then "View/Open"
Session 6: Presentation of the information task

Outcomes

The purpose of this section is:

- To understand the steps in academic writing.
- To be able to identify the topic of your project.
- To be able to identify information resources.
- To be able to find relevant, applicable information.
- To be able to select the correct information.
- To be able to read and understand the information.
- To understand the legal implications and limitations in the use of information.
- To be able to put down the information in one’s words as far as possible.
- To be able to acknowledge the information sources according to the Harvard method.

In order for one to be able to write a professional project, assignment, proposal etc. in a professional and academic manner, there are set standards that are applied in order to ensure a good calibre of research undertaken.

Writing an assignment

During your studies you will meet with new information, resources, ideas and arguments. It will be expected of you to evaluate these information, ideas and arguments and integrate them into your current knowledge base, to be able to come to your own conclusions and create new information.

It will be expected of you to write assignments or reports in which you will have to demonstrate your ability to write in a scientific manner. Writing scientifically differs from ordinary writing in the sense that you have to follow certain rules. For example, an assignment or report has a specific format or structure; you must also use scientific language and avoid using jargon or slang. You will have to deliver proof that you consulted the ideas of other authors, and will have to acknowledge them and give them credit.

To assist you with the writing of an assignment, there are specific steps which you might wish to follow – one can say that it is a recipe!

Steps in writing an assignment

- Interpret the information task
- Survey the information situation
- Locate relevant resources
- Select the information
- Evaluate the information
- Synthesise the information (combine information that belongs together)
- Present the information task
- Appraise the completed task

Interpret the information task

It is important to understand what the topic of the assignment is. It is also necessary during this phase to establish whether there are any special instructions which accompany the task. Now is also the time to ask yourself what you already know about the topic, and what kind of information you will need, as well as how much.

Survey the information situation
It is important that you establish what information resources you already have. May be your textbook or dictionary offers relevant explanations or information. It is also necessary to think about other possible sources of information. Scholarly fulltext databases available in the Library & Information Centre, newspapers, or printed journal articles might also be included.

Plagiarism and how you can avoid it

- **Definition of Plagiarism**

> Plagiarism is the act of presenting the words, ideas, images, sounds, or the creative expression of others as your own

If you have included the words and ideas of others in your work that you neglected to cite, or have help that you do not want the lecturer to know about, you will be most probably be guilty of plagiarism.

There are mainly two possible ways to plagiarise:

- **Intentional plagiarism**
  Intentional plagiarism takes if the following happens:
  - By copying a fellow work learner's work.
  - By buying or borrowing papers prepared by someone else.
  - By cutting and pasting blocks of text from electronic sources without documenting
  - By “borrowing” from the media without documentation to cite or acknowledge.
  - By publishing on the web without permissions of the creators of the information.

- **Unintentional plagiarism**
  - Careless paraphrasing
  - Poor referencing
  - Not citing
  - Quoting excessively
  - Failure to use your own interpretation of what you have read.

The following strategies can be used to prevent plagiarism:

- **Quoting**

> Quotations are the exact words of an author, copied directly from a source, word for word. Quotations must be cited!

*Use quotations when:*

- You want to add the power of an author’s words to support your argument
- You want to disagree with an author’s argument
- You want to highlight particularly eloquent or powerful phrases or passages
- You are comparing and contrasting specific points of view
- You want to note the important research that precedes your own. (Carol Rohrbach and Joyce Valenza, in Lathrop & Foss, 2005).

- **Paraphrasing**

> Paraphrasing means rephrasing the words of an author, putting his/her thoughts in your own words. When you paraphrase, you rework the source’s ideas, words, phrases, and sentence structures with your own. Like quotations, paraphrased material must be followed with in-text documentation and cited on your Works-Cited page (Rohrbach & Valenza in Lathrop & Foss, 2005).
Paraphrase when:
- You plan to use information on your note cards and wish to avoid plagiarizing
- You want to avoid overusing quotations
- You want to use your own voice to present information (Rohrbach & Valenza in Lathrop & Foss, 2005).

**Summarizing**

**Summarizing involves putting the main idea(s) of one or several writers into your own words, including only the main point(s). Summaries are significantly shorter than the original and take a broad overview of the source material. Again, it is necessary to attribute summarized ideas to their original sources. (Rohrbach & Valenza in Lathrop & Foss, 2005).**

- You want to establish background or offer an overview of a topic
- You want to describe knowledge (from several sources) about a topic
- You want to determine the main ideas of a single source (Rohrbach & Valenza in Lathrop & Foss, 2005).

**Citing or referencing**

**Citation or referencing is the process of letting your reader know whether the content you use was written by you or by someone else**

There are many styles or formats of citation or referencing available which are often discipline-specific, for example:

Methods used at the CUT:

- The Harvard Method (prescribed by the Faculties of Health & Environmental Sciences and Management);

Citing / referencing using the Harvard method

According to Mathews and Redman (1996: 68) a critical debate arguing as to whether... in France managers sought for their intelligence whereas in Germany they are sought for their expertise (Mathews & Redman, 1996: 68).

The example has been demonstrated for effective guidance. This Harvard method of referencing should be elaborated to indicate how it can be applied to its fullest.

Citation formula

There is basically a simple formula of writing a citation. What one needs to take into consideration is:
- The author’s surname
- Open bracket
- Year of publication of the information source in use
- Colon
- Page numbers
- Close brackets.

Roberts (1999:12) is of the opinion that ........
Remember! When your citation comes at the end of a paragraph or a sentence, the formula is:

- Open bracket
- Author’s surname
- Comma
- Year of publication
- Colon
- Page numbers
- Close bracket

……..as this view is confirmed in (Roberts, 1999:12).

Indirect Citation

These are very interesting in the sense that one can communicate with the author and air their opinions about the authors, argue or even agree with the authors. A good example one can demonstrate is:

When one compares the views of Smith (1998:14) with that of Roberts (2003:3), an agreement seems to be reached to substantiate the debate tabled above.

Reference to more than one source

A number of authors can agree on a specific concept and perhaps you would like to emphasise your point of argument indicating a confirmation by those authors in a citation. A simple example will be like this:

Stress can be caused by poor diet. This statement is supported by (Jones, 1993; Peters, 2000; Mark, 2002; Gerald, 2000).

The citation formula is like this:

- Open bracket
- Author’s surname
- Comma
- Year of publication
- Semicolon
- Another author’s surname
- Comma
- Year of publication
- Semicolon (Just like that)

Citing a source written by two authors

What happens here is that both authors should appear in your citation? A simple example is:

Fourie and Jones (1999:19) indicated that........

Citing a source written by more than two authors

If a consulted information source is written by more than two author, during the citation process, only one author is mentioned followed by et al. This et al is followed by a full stop and a comma thereafter. The meaning of the term et al is and others. A simple example is:

This argument is confirmed in research findings (Jones et al., 1998:12).

The last part of your project is your bibliography. Some call it reference and even list of sources consulted. Your Lecturers will indicate the one that that is most appealing to them.
Session 7: Referencing (Harvard Method)

Compiling the source list

According to the Harvard method, there is a standard procedure that needs to be followed when a source list is compiled. The first one that will be looked into is how to indicate a book in the source list:

Books

The formula is like this:

- The authors surname
- Comma
- Initials (Full stops between initials if it is more than one initial
- Full stop
- Year of publication
- Full stop
- The title of the book
- Full stop
- Place of publication
- Colon
- Publisher
- Full stop


Now if this very same book is written by two authors, the demonstrative example is:


If this very same book is written by more than two authors, all of them should be mentioned in the bibliography, a demonstrative example is:


Let us now take a look at a case where this book has editions, the first edition, the second, the third and so forth. The edition of the book should be indicated.

A demonstrative example is:

Muller, J. S., Peters, K. L., Rhodes, M. S. & King, L. 2002. Child Psychology. 3rd ed. Pretoria: Van Schaik. (The edition comes after the title and before the place of publication). In a case where the book has two places of publication, the first one should be selected.

Journals

It is appropriate that now at this stage we take a look at how we reference Journal articles. The simplest formula is:

- Author’s surname
- Comma
- Initials with full stops in between.
- Full stop
- Year of publication
- Full stop
- Title of the article
- Full stop
- Title of the journal (italicized)
- Comma
• Volume number (not the word Volume) just the number
• Open bracket
• Issue number ((not the word issue) just the number
• Close bracket
• Colon
• Page numbers on which the article appeared.


Internet sources

In a case where the information from the Internet is used a simplified demonstrative formula is like this:

• Author/ Editor / Company/ Organisation
• Full stop (.)
• Year of Publication
• Title of the publication
• Full stop (.)
• Available from
• Colon (:)
• The article website (URL)
• No full stop at the end of the URL
• Date of access
• Colon (:)
• The date of access includes the date, month and year