



FROM “NEWBIES” TO LIFE-LONG LEARNERS: The Information Literacy Journey at the University of Calgary Business Library

NEWBIES (Entering Students)

All entering students receive mandatory library instruction in their first semester at the business school within a specific required first year course. The librarian works extensively with the professor to provide a solid information literacy foundation for the students and to facilitate the students' progress from "techno-savvy" to "info-savvy".

Regular contact between the business librarian and first year business students includes:

- An initial lecture on the group research project to the class of 500+ students
- Mandatory small-group research clinics
- Testing of understanding worth a percentage of grade
- A scheduled group appointment with the librarian
- Citation help offered in-class and by appointment emphasizing academic integrity

APPRENTICES (Seasoned Students)

As students progress through advanced courses, they receive in-class course-specific instruction. We provide further support through online reference and instruction options for our students from our main page: library.ucalgary.ca/branches/business

Users can access:

- An ever-growing knowledge database with keyword searching of many business questions and subject guides
- Our instant messaging service. We are uofcbuslib@gmail.com
- Twitter updates on the latest in the Business Library and in the business world. Find us on Twitter: @UofCBusLib



BOOMERANGERS (MBA and EMBA - They're Back!)

Most of our MBA and Executive MBA students have worked in industry and many continue to be employed during their schooling

Instruction for the busy working professional including:

- Technology training include RSS feeds, Google applications and other free Web 2.0 software, and reading comprehension
- Weekly morning classes on materials needed to complete upcoming assignments
- *Office hours* in student spaces
- Evening and weekend office hours during peak times

WISPR (Workshop on the Information Search Process for Research)

UofC Librarians Alix Hayden, Shauna Rutherford and Paul Pival have developed an online workshop based on the work of Carol Kuhlthau. A business information version of WISPR is planned. To see WISPR go to: library.ucalgary.ca/wispr

To install WISPR for editing go to:

webapps3.lic.ucalgary.ca/wispr_install/WISPR_install.pdf



WHAT'S NEXT?



VETERANS (Alumni)

Many of our students remain in Calgary after they graduate.

We offer:

- Access to a suite of eight databases for minimal fee
- Library services for those in our executive education programs

RESEARCH SKILLS RUBRIC

HSB is implementing AACSB assurance of learning standards. The librarians at the Business Library have proposed a research skills rubric based on the ACRL Information Literacy Competency Standards for Higher Education. We will be working with professors to assess learning in the following areas:

TRAIT	Unacceptable	Acceptable	Exemplary
Ability to distinguish between different types of information	Does not understand what information is needed or uses limited sources, failing to consult relevant databases.	Uses several different sources of information and demonstrates knowledge of some of the databases important to the topic.	Demonstrates ability to use primary and secondary sources and understand the databases important to their discipline; builds on sources to produce new information.
Ability to gather data and business information from online resources and databases	Knows about online resources but unable to use basic search functions	Demonstrates ability to collection information via online resources basic search techniques	Demonstrates ability to collect information via online resources using advance search functions
Ability to evaluate data validity and relevance	Accepts all data uncritically as equally relevant	Some parsing of data; does not consistently apply criteria to determine relevance or validity	Appropriately parses, selects, prioritizes data for analysis
Quality of Evidence	Merely repeats information provided, taking it as truth or denies evidence without adequate justification	Examines the evidence and source of evidence, questions its accuracy, precision, relevance, and completeness	Observes cause and effect and addresses existing of potential consequences. Clearly distinguishes between fact, opinion, and acknowledges value judgment
Academic Integrity	Does not understand what constitutes plagiarism; fails to use or acquire information in an ethical and/or legal manner.	Has an understanding of plagiarism and attempts to cite sources where appropriate. Understands ethical reasons for attribution.	Cites information correctly. Accesses and uses information ethically and legally.

DOWNTOWN CAMPUS (Planning Stages)

Both a Library and a trading floor are planned for the new campus. The Library will actively engage with our alumni by offering presentations and workshops that will promote both financial and information literacy.

TAYLOR FAMILY DIGITAL LIBRARY (TFDL)

The Business Library is part of Libraries and Cultural Resources (LCR). LCR brings together the University Library, Archives and Special Collections, The Nickle Arts Museum, and the UofC Press. In 2010 LCR will open the Taylor Family Digital Library (TFDL). This new building will drive programmatic changes that will impact all units within LCR and move us from helping our students' access and understand information to aiding and collaborating with them in knowledge creation. The Business Library is partnering with other members of LCR and other student services to create formal and more meaningful partnerships with the Writing Centre, MADGIC (Maps, Academic Data, Geographic Information Centre), Archives and others. To follow the progress of the TFDL go to: <http://tfdl.ucalgary.ca>

Authors: Elizabeth Watson
Justine Wheeler

Business Library at the University of Calgary
Physically situated within the Haskayne School of Business (HSB)
Serve approximately 3200 students in undergraduate, graduate and executive education programs.