

LIS 650 Management of Libraries and Information Centers
Syllabus for Spring 2011 (Jan 15-May 7)

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Course description:

Basic theories and principles of administration for effective management of public, academic, and special libraries and information centers, with emphasis on planning, organizing, staffing, directing, and control. Administrative aspects of public and technical services, facilities, planning, evaluation, public relations, interagency cooperation, and the management of change in bureaucratic organizations.

Prerequisites: None

Core competencies addressed:

Knowledge Dissemination--Service: concepts, principles and techniques that facilitate information access for users, interaction with users to provide consultation or guidance in use of information resources, assessment of user needs, diversity in user needs.

Institution Management: principles of planning, management, and evaluation of information centers; awareness of types of library and information professions; institutional change; oral and written communication skills; concepts for developing partnerships and collaborations; diversity of stakeholders; outreach and advocacy to specific audiences.

Student learning outcomes: This course addresses the following LIS Program Goals and Objectives:

1. Demonstrate an understanding of the philosophy, principles, policies and ethics of library and information science and technology;
3. Apply basic competencies and knowledge that are essential for providing, managing, and designing information services in a variety of information environments;
7. Demonstrate an understanding of the principles of administration applicable in libraries and information centers;
8. Demonstrate basic competencies required for program development in particular information environments;
9. Demonstrate an understanding of research techniques and methods of applying new knowledge as it becomes available;
10. Demonstrate the professional attitudes and the interpersonal and interdisciplinary skills needed to communicate and collaborate with colleagues and information users;
12. Demonstrate an understanding of the above goals within the perspective of prevailing technologies.

With the attainment of these objectives, students are expected to be ready

to interpret and apply the understanding gained to performance and leadership in the field.

Professional expectations: All student in the course are expected to become familiar with and adhere to the Professional Expectations posted at:
<http://www.hawaii.edu/lis/students.php?page=profexp>

Course objectives: At the end of this course students should be able to:

- Understand the basic elements of management theories and their application in library and other information environments,
- Use standard practices and techniques in such matters as time management, office management, personnel management, budgeting, organizational communication, and decision-making,
- Understand the administrative perspective that govern the provision of library services and their interpretation to the public,
- Participate actively, effectively, and diplomatically as entry-level employees in a library or information center.

Teaching method: Most participants in the class will not be administrators for a number of years, yet the principles presented in this class are vital to all librarians. Every effort will be made to make the material as practical and relevant as possible to ensure the greatest degree of retention. The course will start with personal time management and office organization skill so that students can manage themselves effectively before managing others. The course quickly moves to the study of the various theoretical approaches to management and examines key persons in the field and their philosophies both historical and current. Case studies are used to apply the student's knowledge in real-life settings. Class sessions will involve readings, videos, lectures, discussion, student presentations, and projects. The course is designed so that students can apply the information they learn to increase retention and then, as the information becomes more theoretical and abstract there will be a context for understanding this upper-level management information. This course should help provide the "big picture" of how organizations, and libraries in particular, operate. The course will also help participants understand elements of leadership in management, which will enable them to be effective coworkers as well as managers and supervisors.

Research methods: Historiography, Field research.

Requirements (course assignments and scoring).

1. Autobiography Paper (25 points): This paper should include where you were born and raised, your education to date, your interests (hobbies, or something interesting about yourself), your career goals, your particular interest in libraries or information centers. Paper is to be no more than two pages typed. This is an informal paper so use of first person is allowed.
2. Historical research (50 points): You will be asked to report on a key figure in the history of management. You will be asked to share your findings orally in class (5-7 min. oral presentation). You will be supplied with a list of such figures to

choose from or have one assigned to you. The written paper must be a brief (no more than 4 pages) summary of the historical research that shall include:

- When the management theorist lived
 - What the work or management environment was like when he or she lived
 - What he or she contributed to our understanding of management
 - How his or her ideas may be applied to libraries
 - Sources should be cited according to the Chicago Manual of Style (Turabian)
3. Reaction reports (2@30 points each): Three reaction reports on a management topic are required. These reports may be about a book, video, article or web resources (no two papers should be about the same type of resource). Your report is to be no less than one page and no more than three pages long. You must clearly discuss the resource, demonstrate that you read and understood the content. You must also indicate which area of management treated in class the resource relates to and explain your reaction to the content of the resource. Reaction means do you agree or disagree with the material. Was it clear and well written? Was it useful and did it expand your understanding of the topic?
 4. Case studies (2@20 points each): You will be asked to examine two case studies and apply the management techniques you have learned in this course to address the problems presented by each case study. We will treat one or more such case studies and discuss them in class and this will help you understand the nature of treating case studies. You will need to present a two-page paper that briefly presents the case, identify the problem that it involves, and the management technique(s) that you would employ to solve the problem.
 5. Quiz (25 points): A quiz that reviews material will be administered during the midpoint of the course.
 6. Oral presentation on a management topic of your choice (50 points). From the readings and study in this course you should find an aspect of management that you would like to explore in greater depth. You will have the opportunity to do this and share what you learned with your classmate by making an oral presentation of between 10 and 15 minutes. The presentation should be well researched and organized. You must provide an outline of your presentation and cite your research sources in a prepared handout for each class member. You may use media or other aids in your presentation. The instructor must approve the topic one week prior to your presentation. These presentations will be scheduled toward the end of the semester.
 7. Final Exam (100 points): One comprehensive final exam will be administered on the last day of class. The exam will have both objective and subjective questions to provide an opportunity for students to demonstrate the amount of information the student has learned and to synthesize and apply this information in a given circumstance.

The total point value for all assignments is 350.

339-350 = A+	302-314 = B+
327-338 = A	292-301 = B
315-326 = A-	280-291 = B-

Required texts:

Stueart, Robert D. and Barbara B. Moran, *Library and Information Center Management*, Englewood, CO: Libraries Unlimited, 7th ed., 2007. [Referred to in the syllabus as LICM] This book is available for purchase online as an electronic book from www.cafescribe.com. You will need to provide basic information to set up an account and then download the reader "MyScribe" onto your computer. You can use a credit card to make the purchase. This will allow you to download the etextbook. Let me know if you have any questions.

McGinnis, Alan L., *Bringing Out the Best in People: How to Enjoy Helping Others Excel*, Minneapolis: Augsburg Fortress Publishers, 1985.

Optional reading list will be distributed in class

Technology requirements: Ability to use a computer to word process, create Power point presentations, and search for online information effectively.

Guidelines for assignments: All papers must be typed using either 11 or 12 point font. Papers should be free of spelling and grammatical errors and use standard American English. Papers are assumed to be formal unless otherwise indicated. Formal papers avoid excessive use of the first person and provide references, citations, and/or other evidentiary support for views or opinions expressed. Papers must be turned in on time or they will face a 5-point reduction in score.

Course schedule:

Jan 15 - Getting to know you/Time management

Jan 22 - Getting organized / Office Workflow / [LICM Chapter 1] (Autobiography papers due)

Jan 29 – History of Management [LICM Chptr 2]

Feb 18 - History of Management / Change Management (Historical papers due and oral reports begin) [MBIP Chptrs 2 -3]

Feb 5 – Planning (oral reports finish if needed) [LICM Chptrs 4, 5 & 6]

Feb 12 - Organization (First reaction paper due) [LICM Chptr 7]

Feb 19 – The Organization (midterm quiz) [LICM Chptrs 8 & 9]

Feb 26 – Staffing (First case study due) (topics for oral presentation must be approved)
[LICM Chptr 10]

March 5 – Staffing (pt 2) (Second reaction paper due) [LICM Chptr 11 & 12]

March 12 – Motivation and Leadership [LICM Chptrs 13 & 14] BOBP Chptrs 1, 3
& 13

March 19 – Ethics and Communication [LICM Chptrs 14 & 15] BOBP Chptrs 5, 9, & 10

March 26 – SPRING BREAK

April 2 – Team Work, [LICM Chptrs 16 & 17]

April 9 – Assessments and Leveraging Resources [LICM Chptr 18] (Oral presentations
begin)

April 16 – Budgets / Managing in the new Century [LICM Chptrs 19 & 20] (Oral
presentations cont.)

April 23 – EASTER RECESS

May 7 – (Oral presentations conclude) FINAL EXAM