LIS 650: Management of Libraries and Information Centers  
Spring 2016  
University of Hawai‘i at Mānoa Library & Information Science Program | CRN 3268  
Classroom HL 2K | Mondays 5-7:40 pm  
Instructor: Gwen Sinclair (gsinclai@hawaii.edu)  
Office location: HL 006Bc (in Government Documents & Maps Department)  
Office hours: Mondays 3-4:30 or by appointment

Catalog description: Theories and principles of administration for effective management of libraries and information centers, with emphasis on planning, resource allocation, team skills, project management, assessment, leadership, outreach, and advocacy.

Prerequisites: none

LIS Program Student Learning Outcomes:

1a) Apply LIS theory and principles to diverse information contexts  
1b) Demonstrate understanding of the historical context of information services and systems  
1c) Develop and apply critical thinking skills in preparation for professional practice  
1d) Craft and articulate a professional identity  
2a) Demonstrate understanding of leadership  
2b) Work effectively in teams  
2c) Develop, manage, and assess information services for specific users and communities  
2e) Demonstrate the ability to advocate effectively for information services  
3a) Demonstrate understanding of the processes by which information is created, evaluated and disseminated  
4c) Apply current research findings to professional practice  
5a) Communicate and collaborate with diverse colleagues, information seekers, and community stakeholders  
5b) Demonstrate understanding of the social, cultural, political, and economic context of information services and systems

Course learning objectives:

After taking this course, students will be able to demonstrate understanding of:

- The meaning of management practice in libraries and information centers.  
- The characteristics of effective managers.  
- Approaches to handling management challenges in libraries and information centers.  
- Basic management theories, terminology and methods.  
- Leadership, team dynamics, and interpersonal communication skills.  
- Theories and processes involved in managing personnel, resources, facilities, and budgets.
Professional expectations

Students are required to follow the highest standards of intellectual and personal honesty throughout their careers at the University of Hawai‘i, as stated in the LIS Program guidelines: (http://www.hawaii.edu/lis/students/professional-expectations-notice/) and the Mānoa Student Conduct Code (http://studentaffairs.manoa.hawaii.edu/policies/conduct_code/), which “reaffirms the principle of student freedom that is coupled with an acceptance of responsibility for one’s actions and the consequences of such actions.”

Course structure and philosophy

The thrust of this class is to allow students to develop and practice using problem-solving skills in the context of library management through coursework that provides a framework to approach typical management challenges. Class sessions will combine guest speakers, videos, lecture, discussion, small group activities, and exercises. Completing the course successfully will require that you spend significant time outside of class, both individually and in groups.

Research methods

Research methods used in this course include action research, case studies, content analysis, evaluation research, interviews, naturalistic inquiry, and needs assessment.

Technology

To complete required assignments you will need to be proficient in word processing and presentation applications. You will need to search the Web, library catalogs, and journal article databases and collaborative tools such as Google Docs. Depending on the details of your projects, you may also need to download, install and use apps, browser plugins or other software. Please note that all course communications will be sent to your hawaii.edu email account. You are encouraged to bring mobile devices to class as long as they are to be used to facilitate learning.

KOKUA

If you need reasonable accommodations to complete required coursework because of the impact of a documented disability, you are encouraged to explore the services of UH Mānoa’s KOKUA program (http://www.hawaii.edu/kokua/). KOKUA provides disability access services to individuals on a case-by-case basis, and students are not charged for these services. A student’s disability status is considered confidential information and is only disclosed to faculty with the student’s permission.

Course Requirements
Classroom preparation and participation includes completing assignments and readings and active participation in classroom discussions, exercises, and activities. Students will periodically give mini-presentations about an assigned topic.

Readings/videos

Readings and videos for each week may be found in Laulima > Resources. The instructor will provide study/discussion questions to use as you read/view the material. You are expected to come to class each week having thoroughly reviewed all of the material for that week’s class and being prepared to discuss it. Failure to prepare adequately may result in a lower grade for classroom preparation and participation.

Required text:

Available as an ebook in Ebrary.
Ebook available for purchase from online booksellers @ $14.99
New print copies available at the UHM Bookstore @ $29.50
Used print copies are available from online booksellers @ $10 and up

Weekly assignments

There are ten weekly assignments worth ten points each. Assignments will provide an opportunity to develop skills and deepen understanding of the course material. Weekly assignments may be found in Laulima > Assignments. Assignments must be submitted via Laulima by 5:00 p.m. on the due date. Assignments should not be emailed to the instructor.

Grades for late assignments will be reduced by one point for each day or portion thereof they are late. If you are unable to complete assignments due to a personal emergency or illness, please inform the instructor immediately. Students are expected to use word processing software to produce all assignments unless otherwise instructed.

Term Assignment: Employee Handbook Template

The major assignment for the course is to create a template for an employee handbook. The class will work on the project as a group, with each student serving as the leader for a particular chapter. Draft chapters are due on April 18. Students and instructor will provide feedback which may be incorporated into the final draft, which is due on May 2. A sample chapter and a rubric that will be used to grade handbook chapter will be provided.

Grading
Class preparation and participation 20%
Weekly assignments 60%
Employee handbook chapter 20%

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Dates/topics are tentative and are subject to revision.

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<th>Date</th>
<th>Topic</th>
<th>Readings/Videos</th>
<th>Assignment Due</th>
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<tr>
<td>Week 1</td>
<td>Review of syllabus and course requirements</td>
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<td>Overview of library management and leadership</td>
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<td>Time management</td>
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<td>Week 2</td>
<td>Holiday – no class meeting</td>
<td>Gordon Introduction, ch.1-2</td>
<td>Assignment 1</td>
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<td>Pew report (Laulima)</td>
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<td>Week 3</td>
<td>Strategic planning</td>
<td>Gordon ch. 8</td>
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<td>Environmental scans</td>
<td>vanDuinkerken &amp; Kaspar (Laulima)</td>
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<td>SWOT analysis</td>
<td>Saxton &amp; Greiner (Laulima)</td>
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<td>Week 4</td>
<td>Field trip: Iolani School? Personnel: recruitment and hiring</td>
<td>Gordon ch. 3</td>
<td>Assignment 3</td>
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<td>Fine &amp; Handelsman (Laulima)</td>
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<td>Week 5</td>
<td>Personnel: training, management, and evaluation</td>
<td>Gordon ch. 4-5</td>
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<td>Guest speaker TBA</td>
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<td>Week 6</td>
<td>Holiday – no class meeting</td>
<td>Aspen Institute report</td>
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| Week 7  | February 22 | Libraries and diverse communities  
Community profiles  
Guest speaker TBA | Oliveira (Laulima)  
Howland (Laulima)  
*Hawaii Business* articles (Laulima) | Assignment 4 |
|--------|-------------|-------------------------------------|-------------------|----------------|
| Week 8  | February 29 | Team building  
Management theories  
Project management | Staninger (Laulima)  
Gordon ch. 11  
Giesecke & McNeil ch. 5 (Laulima) | Assignment 5 |
| Week 9  | March 7     | Dealing with difficult patrons  
Guest speaker TBA | Rubin (Laulima) | Assignment 6 |
| Week 10 | March 14    | Security and safety  
Emergency management | Kahn ch. 5 (Laulima)  
AL Live: Library Security video (Laulima)  
Graham ch. 2 (Laulima)  
Codes of conduct (Laulima) | Assignment 7 |
| Week 11 | March 21    | Spring Break – no class meeting | | |
| Week 12 | March 28    | Facilities  
Space planning  
Guest speaker TBA | Gordon ch. 7 | Assignment 8 |
| Week 13 | April 4     | (National Library Week)  
Public relations  
Marketing  
Advocacy  
Working with a board | Gordon ch. 10  
Writing press releases (Laulima)  
Nine components of a press release (Laulima)  
Libsuccess.org (Laulima)  
Handbook for Library Trustees of New York State (Laulima) | Assignment 9 |
| Week 14 | April 11    | KCC Library field trip | KCC library mission (Laulima) | Assignment 10 |
| Week 15 | April 18    | Budgeting  
Assessment  
Reporting  
Guest speaker TBA | Gordon ch. 9  
Giesecke & McNeil ch. 12 (Laulima)  
Annual reports (Laulima)  
Fact sheets (Laulima) | Handbook chapter |
| Week 16 | April 25    | Patrons with disabilities  
Staff with disabilities  
Guest speaker TBA | Copeland (Laulima)  
Vincent ch. 2 (Laulima)  
Video: And Access for All (Laulima) | |
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<th>May 2</th>
<th>Service animals (Laulima)</th>
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<td>Professional development Networking</td>
<td>Handbook chapter revisions</td>
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<td>Guest speaker TBA</td>
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Draft 1/4/2016