

School of Information Management

INFO 521 Management in Information Services.

Trimester 2 2005

COURSE OUTLINE

INFO 521 is the study of effective and efficient management of libraries and information centres, examining such aspects as organisational theory and design, organisational environments and cultures, organisational communications, group and individual behaviour and motivation, decision-making, planning, leadership, organisational effectiveness and control, and change management.

Contact Details

Email: Rowena.Cullen@vuw.ac.nz;
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Telephone: Rowena: (04) 463 5788; Philip (04) 463 6629 (for calls within the Wellington free calling area).

Alternatively, call the Administration Office on (04) 463 5103.

Freephone: 0800 11 62 99 (for open learning students or internal students calling from outside Wellington). Either you will be put straight through to one of us, or administration staff will relay a message.

Fax: (04) 463 5446

Room: Rowena, EA 203; Philip, EA 219 in the Easterfield Building.

We are both usually available on days when we are teaching (on campus or by distance), and can be contacted daily by email unless we are overseas.

Class Times and Room Numbers

INFO 521 will be held in the second trimester (July–October) of the 2005 academic year. There will be no sessions for two weeks during the mid-trimester break (15–26 August 2005).

- **Internal students**

There will be a seminar on Wednesdays (from 10.00 a.m.–12.00 p.m.) in the Easterfield Lecture Theatre, Room EA 206.

- **Open learning students (outside Auckland)**

The weekly Internet conference sessions will be held on Wednesday, from 5.00-6.30 p.m.

- **Open learning students (within Auckland)**

Sessions for Auckland students will be delivered by a mixture of audioconferencing and face-to-face teaching. Auckland students should refer to the separate 'Auckland mode' timetable for details.

Course Objectives

By the end of the INFO 521 course, students should be able to:

1. Identify the main schools of management thought, and:
 - describe their key tenets;
 - outline their relevance to our understanding of the organisation.
2. Identify the chief management tasks, and describe how these are carried out in organisations.
3. Analyse the organisational structure and culture of specified organisations.
4. Identify the key concepts in organisational decision-making, strategic planning, and project management, and show how these are applied in practice.
5. Explain how change and innovation can be effectively managed in an organisation.
6. Identify the key concepts in theories of organisational communication, leadership, and organisational effectiveness and control.

Course Content

Week	Dates	Topic	Text chapters	Lecturer
1	4-8 July	Management basics	1, 2	RC
2	11-15 July	Organisational cultures	3, 5	RC
3	18-22 July	Decision-making	6	RC
4	25-29 July	Strategic planning	7, 8	RC
5	1-5 Aug.	Planning tools	9	RC
6	8-12 Aug.	Organisational structure and design	10	PC
7	29 Aug.-2 Sept.	Managing change and innovation	12	PC
8	5-9 Sept.	Organisational behaviour	13, 14	PC
9	12-16 Sept.	Motivation	14, 15	PC
10	19-23 Sept.	Leadership	16	PC
11	26-30 Sept.	Communication	17	RC
12	3-7 Oct.	Organisational effectiveness and control	18, 19, 20	PC

Readings

Prescribed text

Robbins, Stephen P., Rolf Bergman, Ian Stagg, and Mary Coulter. *Management*. 3rd ed. Sydney: Prentice-Hall, 2003. The price, including student discount, is \$104.95.

Assessment Requirements

Assignments	Date due	Value	Length
1. Strategic plan	23 August	50%	1800 words max.
2. Consultant's report	18 October	50%	1800 words max.

Penalties

Late assignments

Assignments submitted or postmarked after they are due will have a 10% penalty imposed unless an extension has been granted by the course coordinator. Assignments submitted or postmarked more than one week after they are due will not be accepted unless there are exceptional circumstances and the late submission has the prior approval of the course coordinator.

Word count

Each submitted assignment MUST contain a word count, easily available from your word-processing program. The word count should appear under your name. (Note: your name should appear only on the back of the last page of the assignment.) The penalty for not including your word count, or going over the word count, will be 5%.

Mandatory Course Requirements

Terms are the minimum course requirements that must be satisfied in order to earn the right to be assessed for a final grade. Students in INFO 521 are expected to attend all scheduled sessions. Terms will be granted to students who have:

- attended a minimum of 75% of the scheduled Internet conference¹ or seminar sessions;
- completed the two assignments within the allowable time.

Communication of Additional Information

Online information

In addition to the coursebook, you will be required to use the online resources for this course which are available in the School's Blackboard online learning environment:

¹ To be considered in attendance at a Internet conference session, an open learning student must be able to contribute orally to the session using the Internet conferencing software; that is, the student must have a working microphone attached to his or her computer making it possible to respond to questions and to contribute ideas orally.

<http://blackboard.vuw.ac.nz/>

The Blackboard environment will contain a web-based forum for discussion of issues related to the course, links to sites of interest, additional readings and information, updates, etc. You should read the appropriate module web pages in conjunction with this coursebook.

Details on how to access Blackboard are in the *Administration Handbook*, but if you have any difficulties logging on please contact the Help Desk, at:

scs-help@vuw.ac.nz

All LIM students will be automatically enrolled in LIM Programmes Information on Blackboard. General announcements and information will be posted here, and students should check this site regularly.

Internet conferencing

Distance sessions are now being conducted via the Internet using the Chatterbox application; in order to participate students will need an Internet-connected PC running Win98 or better, microphone, and headphones/speakers. To connect, go to the Internet conferencing page (and read the “Getting Started” information) at

<http://www.sim.vuw.ac.nz/conferencing/>

There is also an ‘Internet Conferencing’ button linking to this page in Blackboard.

Some days before your first session, and at least 15 minutes before each subsequent session, you should test your system by going to the Echo Room. Regular classes will be held in the LIS Room; additional Discussion Rooms are available for breakout groups, and as a “waiting room” if a class is proceeding in the main LIS room. Study groups can use the discussion rooms out of regular class times.

For further information, follow the help links on the Internet Conferencing page; details, including screen name conventions, are also available on Blackboard under LIM Programmes Information.

LIM Students email list

Mass communication between the school and students is via the email list. It is your responsibility to ensure you are on the email list; subscription is essential.

To subscribe: send an email to

`lim_students-subscribe@vuw.ac.nz`

To unsubscribe: send an email to

`lim_students-off@vuw.ac.nz`

No text in the body or subject line is required. You will be sent a confirmation email, and must confirm the operation by clicking reply and send. You will then receive a welcome or goodbye email.

Faculty of Commerce and Administration Offices

Railway West Wing (RWW) - FCA Student Administration Office

The Student Administration Office is located on the ground and first floors of the Railway West Wing. The ground floor counter is the first point of contact for general enquiries and FCA forms. Student Administration Advisers are available to discuss course status and give further advice about FCA qualifications.

Easterfield (EA) - FCA/Law Kelburn Office

The Kelburn Campus Office for the Faculties of Commerce & Administration and Law is situated in the Easterfield Building - it includes the ground floor reception desk (EA005) and offices 125a to 131 (Level 1). The office, will be open from 9:00 am to 5:00 pm during Trimester 2, offers the following:

- Duty tutors for student contact and advice.
- Information concerning administrative and academic matters.
- FCA Student Administration forms (e.g. application for academic transcripts, requests for degree audit, COP requests).
- Examinations-related information during the examination period.

Please note:

There will be a Student Administration Adviser, from the RWW office, based in EA005 from Monday 27 June to Friday 1 July (9:00 am to 5:00 pm) and from Monday 4 July to Friday 22 July (11:00 am to 1:00 pm).

General University Policies and Statutes

Students should familiarise themselves with the University's policies and statutes, particularly those regarding assessment and course of study requirements, and formal academic grievance procedures.

Student Conduct and Staff Conduct

The Statute on Student Conduct together with the Policy on Staff Conduct ensure that members of the University community are able to work, learn, study and participate in the academic and social aspects of the University's life in an atmosphere of safety and respect. The Statute on Student Conduct contains information on what conduct is prohibited and what steps can be taken if there is a complaint. For queries about complaint procedures under the Statute on Student Conduct, contact the Facilitator and Disputes Advisor. This Statute is

available in the Faculty Student Administration Office or on the website at:
www.vuw.ac.nz/policy/StudentConduct.

The policy on Staff Conduct can be found on the VUW website at:
www.vuw.ac.nz/policy/StaffConduct.

Academic Grievances

If you have any academic problems with your course you should talk to the tutor or lecturer concerned or, if you are not satisfied with the result of that meeting, see the Head of School or the Associate Dean (Students) of your Faculty. Class representatives are available to assist you with this process. If, after trying the above channels, you are still unsatisfied, formal grievance procedures can be invoked. These are set out in the Academic Grievances Policy which is published on the VUW website:

www.vuw.ac.nz/policy/AcademicGrievances.

Academic Integrity and Plagiarism

Academic integrity is about honesty – put simply it means **no cheating**. All members of the University community are responsible for upholding academic integrity, which means staff and students are expected to behave honestly, fairly and with respect for others at all times.

Plagiarism is a form of cheating which undermines academic integrity. Plagiarism is **prohibited** at Victoria.

The University defines plagiarism as follows:

Plagiarism is presenting someone else's work as if it were your own, whether you mean to or not.

'Someone else's work' means anything that is not your own idea, even if it is presented in your own style. It includes material from books, journals or any other printed source, the work of other students or staff, information from the Internet, software programmes and other electronic material, designs and ideas. It also includes the organization or structuring of any such material.

Plagiarism is not worth the risk.

Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct (www.vuw.ac.nz/policy/studentconduct) and may be penalized severely. Consequences of being found guilty of plagiarism can include:

- an oral or written warning
- suspension from class or university
- cancellation of your mark for an assessment or a fail grade for the course.

Find out more about plagiarism and how to avoid it, on the University's website at:
www.vuw.ac.nz/home/studying/plagiarism.html.

Students with Disabilities

The University has a policy of reasonable accommodation of the needs of students with disabilities. The policy aims to give students with disabilities an equal opportunity with all other students to demonstrate their abilities. If you have a disability, impairment or chronic medical condition (temporary, permanent or recurring) that may impact on your ability to

participate, learn and/or achieve in lectures and tutorials or in meeting the course requirements, then please contact the Course Coordinator as early in the course as possible. Alternatively you may wish to approach a Student Adviser from Disability Support Services to confidentially discuss your individual needs and the options and support that are available. Disability Support Services are located on Level 1, Robert Stout Building, or phoning 463-6070, email: disability@vuw.ac.nz. The name of your School's Disability Liaison Person can be obtained from the Administrative Assistant or the School Prospectus.

Student Support

Staff at Victoria want students' learning experiences at the University to be positive. If your academic progress is causing you concern, please contact the relevant Course Co-ordinator, or Associate Dean who will either help you directly or put you in contact with someone who can.

The Student Services Group is also available to provide a variety of support and services. Find out more at www.vuw.ac.nz/st_services/ or email student-services@vuw.ac.nz.

VUWSA employs two Education Coordinators who deal with academic problems and provide support, advice and advocacy services, as well as organising class representatives and faculty delegates. The Education Office is located on the ground floor, Student Union Building, phone 463 6983 or 463 6984, email education@vuwsa.org.nz.

Maori and Pacific Mentoring programme (Manaaki Pihipihinga)

This is a free programme of mentoring for Maori and Pacific students doing first year courses within the Faculty of Commerce and Administration. Weekly one hour mentoring sessions: drafting and editing assignments/discussing any questions that you might have from tutorials or lectures and going over every aspect of essay writing, either in small group sessions or on a one-to-one basis.

This includes:

- A computer suite hooked up to cyber commons for students to use to produce their assignments.
- Regular skill-based workshops with a learning adviser from Student Learning Support Services.
- Networking with other Maori and Pacific support groups throughout the university.

For more information please contact:

Melissa Dunlop, Programme Coordinator

Ph: 463 6015 or Email: Maori-Pacific-Mentoring@vuw.ac.nz