

School of Information Management

INFO 521 Management in Information Services

Trimester 2 2006

COURSE OUTLINE



Dr Rowena Cullen

Kia ora / Hello and welcome to INFO 521 Management in Information Services. This course will be co-taught by Rowena Cullen and Lynley Stone.

Both have had management experience; Rowena in the tertiary education sector and arts administration, and Lynley as a library consultant and earlier as a middle level manager in two large library systems.



Lynley Stone

Those of you with previous managerial experience will also be invited to share that understanding with your colleagues during class, and in email discussions.

If you need to contact either of us during the course, you can reach us by:

Email: rowena.cullen@vuw.ac.nz; lynley.stone@vuw.ac.nz

Telephone: **Rowena:** (04) 463 5788 (for calls within the Wellington free calling area). **Lynley:** 027 520 0401 or 027 290 2843.

Alternatively, call the Administration Office on (04) 463 5875.

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 221; **Lynley** is the senior tutor for Open Learning students in the Auckland and northern North Island region; she is available to Auckland students by appointment, and to Wellington based students on days when she is scheduled to teach in Wellington.

We can both be contacted daily by email during the working week.

Class Times and Room Numbers

INFO 521 will be held in the second trimester (July-October) of the 2006 academic year. There will be no sessions for two weeks during the mid-trimester break (21 August-1 September).

- * Internal students
There will be a seminar on Wednesdays (from 10.00-11.50 a.m.) in the Hunter Building, Lecture Room HU 220. There will be two block sessions; students unable to make these sessions can attend the relevant open learning sessions or access the recorded sessions online.
- * Open learning students (outside Auckland)
The weekly Internet conference sessions will be held on Wednesdays from 5.00-6.30 p.m.
- * Open learning students (within Auckland)
Sessions for Auckland students will be delivered by a mixture of Internet conferencing 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 and strategic planning, 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

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.

Week	Dates	Topic	Text chapters
1	10-14 July	Management basics	1, 2
2	17-21 July	Organisational cultures	3
3	24-28 July	Decision-making	6

Internal students: Modules 4 + 5 will be presented in a block session from 9-12.50am on **Wednesday 2 August** (no lecture on 9 August)

4	31 July-4 Aug.	Strategic planning	7, 8
5	7-11 Aug.	Planning tools	9
6	14-18 Aug.	Organisation structure & design	10
7	4-8 Sept.	Managing change and innovation	12
8	11-15 Sept.	Organisational behaviour	13, 14

Internal students: Modules 9 + 10 will be presented in a block session from 9-12.50am on **Wednesday 20 September** (no lecture on 27 September)

9	18-22 Sept.	Motivation	14, 15
10	25-29 Sept.	Leadership	16
11	2-6 Oct.	Communication	17
12	9-13 Oct.	Organisational effectiveness	18, 19, 20

Required Text

Robbins, Stephen P., Rolf Bergman, Ian Stagg, and Mary Coulter. *Management*. 4th ed. Sydney: Prentice-Hall, 2005. The price, including student discount, is \$109.95 approx. *Management* is supported by a online material, available through Prentice Hall's Learning on the Internet Partnership.

Assessment Requirements

None of the LIM courses has a formal final examination. This course will be internally assessed, and there will therefore be two assignments due during the trimester. Full details, including explanatory notes and criteria, are available under “Assignments” on Blackboard.

Assignments	Date due	Value	Length
1. Strategic plan	31 August	50%	2000 words max.
2. Consultant's report on leadership development	26 October	50%	2000 words max.

Note: You are required to adhere to the word limit for the assignments. Short assignments are preferred, because an essential managerial skill is brevity in communication. Brevity must, however, be coupled with clarity.

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%.

Terms

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 conference or seminar sessions. 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.
- completed the two assignments within the allowable time.

Online Information

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

<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 the module readings and course notes. 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 Windows XP or Windows 2000, 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.

How to subscribe to lim-students

To subscribe - send an email to

lim-students-subscribe@lists.vuw.ac.nz

To unsubscribe - send an email to

lim-students-unsubscribe@lists.vuw.ac.nz

No text in body or subject line required.

You will be sent a confirmation email. You must confirm the operation by clicking reply and send. You will then receive a welcome or goodbye email to confirm the operation.

Changing Your Email Address

If you change email addresses, you must unsubscribe from lim-students and re-subscribe with your new email address - follow the instructions outlined previously.

Faculty of Commerce and Administration Offices

Railway West Wing (RWW) - FCA Student and Academic Services Office

The Faculty's Student and Academic Services 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. To check for opening hours call the Student and Academic Services Office on (04) 463 5376.

Easterfield (EA) - FCA/Education/Law Kelburn Office

The Kelburn Campus Office for the Faculties of Commerce and Administration, Education 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 is available for the following:

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

To check for opening hours call the Student and Academic Services Office on (04) 463 5376.

General University Policies and Statutes

Students should familiarise themselves with the University's policies and statutes, particularly the Assessment Statute, the Personal Courses of Study Statute, the Statute on Student Conduct and any statutes relating to the particular qualifications being studied; see the Victoria University Calendar available in hard copy or under 'About Victoria' on the VUW home page at www.vuw.ac.nz.

Student 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 are to be taken if there is a complaint. For information about complaint procedures under the Statute on Student Conduct, contact the Facilitator and Disputes Advisor or refer to the statute on the VUW policy 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; class representatives may be able to help you in this. If you are not satisfied with the result of that meeting, see the Head of School or the relevant Associate Dean; VUWSA Education Coordinators are available to assist in 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 at 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. The University defines plagiarism as follows:

The presentation of the work of another person or other persons as if it were one's own, whether intended or not. This includes published or unpublished work, material on the Internet and the work of other student or staff.

It is still plagiarism even if you re-structure the material or present it in your own style or words.

Note: It is however, perfectly acceptable to include the work of others as long as that is acknowledged by appropriate referencing.

Plagiarism is prohibited at Victoria and is not worth the risk. Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct and may be penalised severely. Consequences of being found guilty of plagiarism can include:

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

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 Impairments

The University has a policy of reasonable accommodation of the needs of students with disabilities. The policy aims to give students with disabilities the same opportunity as 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, 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 (DSS) to discuss your individual needs and the available options and support on a confidential basis. DSS are located on Level 1, Robert Stout Building, telephone (04) 463 6070, email disability@vuw.ac.nz. The name of your School's Disability Liaison Person is in the relevant prospectus or can be obtained from the School Office or DSS.

Student Support

Staff at Victoria want students to have positive learning experiences at the University. Each Faculty has a designated staff member who can either help you directly if your academic progress is causing you concern, or quickly put you in contact with someone who can. Assistance for specific groups is also available from the Kaiwawao Māori, Manaaki Pihipihinga or Victoria International.

In addition, the Student Services Group (email student-services@vuw.ac.nz) is available to provide a variety of support and services. Find out more at www.vuw.ac.nz/st_services/.

VUWSA employs 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 (tel. 04 463 6983 or 04 463 6984, email education@vuwsa.org.nz) is located on the ground floor, Student Union Building.

Manaaki Pihipihinga - Maori and Pacific Mentoring Programme (Faculty of Commerce and Administration)

This is a mentoring service for Maori and Pacific students studying at all levels. Weekly one hour sessions are held at the Kelburn and Pipitea Campuses in the Mentoring Rooms, 14 Kelburn Parade, and Room 210 and 211, Level 2, Railway West Wing. Sessions cover drafting and discussing assignments, essay writing, and any questions that may arise from tutorials and/or lectures. A computer suite networked to Cyber Commons is available for student use.

To register with Manaaki Pihipihinga, please contact one of the following:

Puawai Wereta
Room 210, Level 2
Railway West Wing
Tel. (04) 463 8997
Email: Puawai.Wereta@vuw.ac.nz

Fa'afai Seiuli
Room 109 B
14 Kelburn Parade
Tel. (04) 463 5842
Email: Faafoi.Seiuli@vuw.ac.nz