Welcome to INFO 542
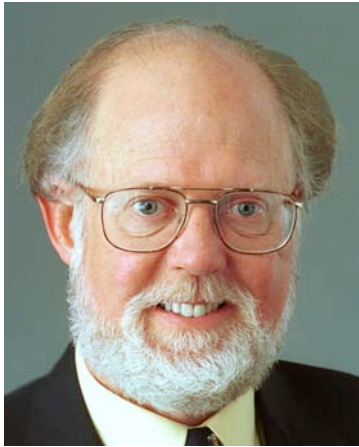
Welcome to INFO 542 Management of Library Services. This course will be coordinated and taught by Gary Gorman.

Gary Gorman's particular academic interest is in the application of social science research methods, especially qualitative methods, to library and information studies. He has also undertaken a substantial amount of research in the UK, Australia, China, and Vietnam.

Gary Gorman

INFO 542 examines practical aspects of library and information centre management. These include collection management, financial management, marketing, human resource management, and building design. It is likely that you will already have completed INFO 521, and will now have some understanding of library management. This course will build upon that knowledge, and you will learn theories and concepts that should serve you well once you take up a managerial position in a library or an information centre.

Email: Gary.Gorman@vuw.ac.nz

Telephone: 463 5782 for calls within the Wellington free calling area, or the Administration Office on 463 5103.

Room: EA 211 Easterfield Building. If you would like to see me at a specific time, it is advisable to email in advance.

Freephone: 0800 11 62 99 (for students calling from outside Wellington; ask to be transferred, or dial 5782 at the recorded message.) Alternatively, our Administrative Office can relay a message.

Fax: (04) 463 5446

If you wish to send something by **post**, the address is:

MLIS Administrator
School of Information Management
Victoria University of Wellington
PO Box 600, Wellington

Assignments should *not* be sent to the above address; see the details under 'Assessment' below. Non-assignment material being delivered by courier or in person should go to the SIM Administration Office, EA 121, Easterfield Building, Kelburn Campus, Victoria University of Wellington.

Course description

INFO 542 examines practical aspects of library and information centre management. These include collection management, marketing, human resource management, financial management, and building design.

Introduction to INFO 542

To some extent the material in INFO 542 builds on the management concepts and theories presented in INFO 521, although it also covers areas of particular concern to information managers, in particular the significant area of collection management, which accounts for half of the course.

To reiterate a point made strongly in the Introduction to INFO 521, there are many ways in which management knowledge aids individuals working at all levels in libraries and information centres. In summary, management knowledge aids those who practise the 'art', and it aids those who are being managed.

Learning objectives

By the end of the INFO 542 course, students should be able to:

1. Outline the main issues in collection management, and describe collection management processes and techniques.

2. Ensure the creation and maintenance of collections that are relevant and responsive to stakeholder expectations.

3. Deal with the complexities of acquisitions of both print and digital resources

4. Outline the main issues in preservation and evaluation of resources, both print and digital

5. Identify the key concepts in the financial management of libraries and information centres.

6. Outline the steps in marketing, with particular reference to libraries and information centres.

7. Identify the major functions and concepts in human resource management — in particular, planning, selection, and training.

8. Explain, to a professional architect, the key functional aspects of the interior design of a library building and the semantics of its exterior.

Time commitment

To achieve satisfactory grades, a time commitment of approximately 10–15 hours per week is required for the INFO 542 course. Part of this time will be taken up in the weekly session. The remaining time should cover:

• reading set texts and articles — you are expected to have read these **before** the session;

• reading additional, non-required material on the topics;

• thinking about the module, and taking notes on assigned practical work in preparation for the session;

• working on assignments.

Course resources

The course material for INFO 542 includes: this course information section (in which the contents of the INFO 542 course are discussed along with course-specific administrative information and Internet conference or internal session details); and a CD-ROM containing readings associated with each of the 11 modules. The CD-ROM is augmented with material on the Blackboard website for INFO 542, including course notes, available at

http://blackboard.vuw.ac.nz

Within the module notes, readings are indicated as follows:

> Now read Branin, J. J., Groen, F. K. and Thorin, S. E. (2000). The changing nature of collection management in research libraries. *Library Resources & Technical Services* 44(1), 23–32. (Reading 2)

The reading will be found on the INFO 542 CD-ROM as a PDF, or will be available on the Internet as an online reading. Boxes in this format:

> **?** What do Branin *et al*. suggest as the 'changing nature' of collection management?
> Do you agree with their assessment? For what reasons?

contain focus questions. You should consider these, and jot down your answers or conclusions, before continuing with the module text. These questions will usually be discussed during the weekly session for the module.

The study notes for each module include a section entitled 'Preparation for the weekly session'. You should make sure that you **complete the work listed in this section, including all the practical exercises and case study questions, before the weekly session** for that module. Reading 'Preparation for the weekly session' *before* starting work on the module will help you to use your study time effectively.

In addition, the Blackboard Web-based learning environment will be used to post course information notices, and enable ongoing electronic discussion forums on topics or issues introduced in or out of class. Students are also encouraged to use Blackboard for information sharing, and to post questions for electronic and in-class discussion.

Using or quoting course notes

The course notes used in the LIM programmes have been developed over a period of time. As a result, they are likely to include new material contributed by the coordinator and staff involved in the current offering of the course, as well as material contributed by staff involved in earlier offerings. Every effort has been made by our academic and editorial staff to ensure that all material is correctly attributed and complies with the University's copyright license obligations. If quoting or referring to material written for this course, you should treat it as being contributed anonymously rather than being attributable to the person delivering the particular module in which it appears, unless the authorship is clearly indicated.

Course schedule

INFO 542 will be held in the third trimester (6 November-2 February) of the 2006 academic year. There will be no sessions for two weeks during the mid-trimester break (22 December-2 January).

- For **open learning students** there will be a weekly Internet conference session on Wednesday evenings, 5.00–6.30 pm.
- **Internal students** will attend a seminar on Wednesdays (from 10.00–11.50 a.m.) in the Easterfield Building, Lecture Room EA 004.

Schedule

Week	Dates	Topic
1	6-10 Nov.	Collection management in context
2	13-17 Nov.	Collection management and development policies
3	20-24 Nov.	Selection of resources
4	27 Nov.-1 Dec.	Collection evaluation
5	4-8 Dec.	Preservation and weeding
6	11-15 Dec.	Cooperative collection development
7	18-23 Dec.	Budgeting and financial management
	Mid-Trimester break	
8	8-12 Jan.	Financial mismanagement and misconduct
9	15-19 Jan.	Marketing
10	22-26 Jan.	Staff planning and development
11	29 Jan.-2 Feb.	Building design

Assessment

None of the LIM papers has a final examination. This paper 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.**

Assignment	Date due	Value	Length
1. Collection management essay	15 Dec. 2006	50%	2500 words
2. Group presentations	Week of 29 Jan. 2007	40%	12-15 minute presentation by each group
3. Individual participation	Assessed weekly	10%	Based on contribution to online and/or face-to-face classes

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

All work submitted MUST contain a word count, easily available from your word-processing program. The word count includes the text, footnotes and appendices. 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%.

Presentation

Details of the LIM Group's assignment policy, including presentation, will be found in the *Administration Handbook*. **Note**: Wikipedia is ***not*** an acceptable source for a master's level course and may not be cited in any assignment or discussion in INFO 542. Any asignment that cites Wikipedia will not be assessed. Bear in mind that any statement on penalties for lateness or word length of assignments in this course information supersedes the equivalent statement in the *Administration Handbook*.

Submission

Remember to keep a copy of each assignment you send us, just in case the original goes astray. Assignments should be submitted as follows:

Open learning students:
- **Post:** To LIM O.L.—INFO 542, Library and Information Studies, School of Information Management, Victoria University of Wellington, PO Box 600, Wellington.
- **Courier:** To LIM O.L.—INFO 542, Room 121, Easterfield Building, Kelburn Parade, Wellington.

Internal students:
- **Post:** To LIM INTERNAL—INFO 542, Library and Information Studies, School of Information Management, Victoria University of Wellington, PO Box 600, Wellington.
- **Deliver:** To the LIM Assignment Box, Level 1, Easterfield Building. This box is cleared at 5.00 p.m. on the due date. Any late assignments should be delivered to the following address:
- **Courier or late delivery:** To LIM INTERNAL—INFO 542, Room 121, Easterfield Building, Kelburn Parade, Wellington.

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 542 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[1] or seminar sessions;
- submitted the two assignments required for assessment within the time allowable.

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[1] To be considered in attendance at an 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.

Recommended text

There are no required textbooks for the first six modules of INFO 542, but there are three recommended texts that can be purchased from well-known online vendors (often in used condition) or borrowed from the VUW Library:

Clayton, P. and Gorman, G. E. (2001). *Managing Information Resources in Libraries: Collection Management in Theory and Practice*. London: Library Association Publishing

Evans, G. E. and Zarnosky Saponaro, M. (2005). *Developing Library and Information Center Collections*. 5th ed. Westport, Conn.: Libraries Unlimited

Johnson, P. (2004). *Fundamentals of Collection Development and Management*. Chicago: American Library Association

Online information

In addition to material on the CD-ROM, you will be required to use the online resources for this course that 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 and coursenotes in conjunction with the material on your CD-ROM. 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

https://conferencing.sim.vuw.ac.nz/index.aspx

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 to confirm the operation.

Changing your e-mail address

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

General VUW information

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 http://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	Fa'afoi Seiuli
Manaaki Pihipihinga Coordinator	Pacific Support Coordinator
Room 210, Level 2	Room 109 B
Railway West Wing	14 Kelburn Parade
Tel. (04) 463 8997	Tel. (04) 463 5842
Email: Puawai.Wereta@vuw.ac.nz	Email: Faafoi.Seiuli@vuw.ac.nz

The Pacific Support Coordinator is also available on the Pipitea Campus, Room 212, Level 2, Railway West Wing, every Thursday, 1-4pm. No appointment is necessary. You can either come in, email or phone with any issue that you need help with. Fa'afoi links Pacific students to the services and support they need while studying at Victoria.