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School of Information Management

**INFO 521: MANAGEMENT IN INFORMATION SERVICES**

Trimester Two 2009  
**COURSE OUTLINE**

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**Contact Details**

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<b>Programme Administrator:</b>	<b>Name</b>	Chris King
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If you have questions or comments about course material and activities, the preferred “channel” is the appropriate Blackboard discussion forum, so that all students can see your message, and participate in any subsequent discussion.

The Blackboard discussion forums will be checked for new messages each workday morning. However, if you prefer to send your message via email (particularly if it is sensitive or involves personal information), you should begin the subject line with

[INFO 521]

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

**Rowena Cullen**

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 Administration Office, EA 121, Easterfield Building, Kelburn Campus, Victoria University of Wellington.

## *Course description*

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.

## *Course objectives*

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

1. Explain the universality of management concepts and demonstrate practical engagement by their accurate use in information management organisational contexts.
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.

## Required text

**Robbins, S. P., Bergman, R., Stagg, I. & Coulter, M. (2009). *Management* (5th ed.). Sydney: Prentice-Hall. The price for VUW students is \$125.99 approx.**

Students who have purchased a second-hand copy of the earlier (2005) 4th edition will find page numbers included in the course notes on this CD-ROM to help you locate similar sections of the relevant chapters. Please be aware that where examples and case studies have been updated you will need to consult a library copy of the 5th edition. Any exercises and examples set for class discussion will be posted as PDFs on Blackboard. Those students who have purchased the 5th edition will have access to additional online resources at MyManagement Lab by using a unique code that is found at the front of your textbook. Where such exercises are required learning they will be posted on Blackboard.

The prescribed text is available from Vic Books, PO Box 12-337 (or c/- Students' Union Building), Wellington, ph. (04) 463 5515 or freephone 0800 370 370, fax (04) 471 2124, email [vuwtexts@vicbooks.co.nz](mailto:vuwtexts@vicbooks.co.nz). It is also possible to order texts through the Vic Books' online book ordering service. You can use any of these methods to place an order.

## *Course schedule*

INFO 521 will be held in the second trimester (July-October) of the 2009 academic year. There will be no sessions for two weeks during the mid-trimester break (24 August-6 September).

- **Internal students**  
There will be block teaching for the on-campus students, with seminars held fortnightly on Mondays (from 1.00-5.00 p.m.) in the Easterfield Building, Lecture Room EA 004; see schedule of classes below.
- **Open learning students**  
The weekly Internet conference sessions will be held on Mondays from 6.45-8.15 p.m.
- **Open learning students (within Auckland)**  
Sessions for Auckland students will be delivered by a mixture of audioconferencing and face-to-face teaching. The weekly audioconference sessions will be held on Wednesdays from 5.00-6.30 p.m, commencing 28 July.

**Withdrawal dates:** Information available via  
<http://www.victoria.ac.nz/home/admisenrol/payments/withdrawalsrefunds.aspx>

## Timetable

Module	Begins	Topic	Text chapters (2005 edition in brackets)
<b>On campus class in week 1, covers Modules 1 &amp; 2</b>			
1	13 July	Management basics	1, 2
2	20 July	Organisational cultures	3, 5
<b>On campus class in week 3, covers Modules 3 &amp; 4</b>			
3	27 July	Strategic planning	7, 8
4	3 Aug.	Planning tools	9
<b>On campus class in week 5, covers Modules 5 &amp; 6</b>			
5	10 Aug.	Decision-making	6
6	17 Aug.	Organisational structure & design	10
<b>Mid-term break</b>			
<b>On campus class in week 7, covers Modules 7 &amp; 8</b>			
7	7 Sept.	Managing change & innovation	12
8	14 Sept.	Organisational behaviour	13, 14
<b>On campus class in week 9, covers Modules 9 &amp; 10</b>			
9	21 Sept.	Motivation	15, 16 (14, 15)
10	28 Sept.	Leadership	17 (16)
<b>On campus class in week 11, covers Modules 11 &amp; 12</b>			
11	5 Oct.	Communication	11 (17)
12	12 Oct.	Organisational effectiveness & control	18, 19, 20

## *Assessment*

None of the LIM courses has a formal final examination. INFO 521 is internally assessed, with the following assignments to be completed in order to satisfy the mandatory course requirements. **Full details, including explanatory notes and criteria, are available under "Assignments" on Blackboard.**

<b>Assignments</b>	<b>Date due</b>	<b>Value</b>	<b>Length</b>
1. Business case	3 Sept.	50%	see Blackboard
2. Research on library management and its relationship with the management literature	23 Oct.	50%	see Blackboard

**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 after they are due will have a 10% penalty imposed unless an extension has been granted by the course coordinator. Assignments submitted 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.

### **Submission**

All assignments for INFO 521 will be submitted digitally; remember to keep a copy of each assignment you send us, just in case the original goes astray. **See the Assignment section of the INFO 521 Blackboard site for details.**

### **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%.

### **Plagiarism**

You should read and take heed of the statement on collaboration and plagiarism on the University website at <http://www.vuw.ac.nz/home/studying/plagiarism.html> and also in the *Administration Handbook*; you **must** acknowledge all sources you use.

While you are encouraged to work together while preparing for the weekly sessions, assessed work must be completed individually, and collaboration confined to discussion of general points. You are expected to present information in your own words, based on your understanding of the background material you read. **Any assignment which is extensively plagiarised will receive an automatic fail grade.**

**Note:** student work provided for assessment in this course may be checked for academic integrity by <http://turnitin.com>, which is an online plagiarism prevention tool which compares submitted work with a large database of existing material. Turnitin will retain a copy of submitted materials on behalf of the University for detection of future plagiarism, but access to the full text of submissions will not be made available to any other party.

### **Presentation**

Details of the LIM Group's assignment policy, including presentation, will be found in the *Administration Handbook*.

### **Mandatory course requirements**

To fulfil the mandatory course requirements for this course, you must:

- attend a minimum of 75% of the scheduled class sessions, and participate in class discussions;
- complete all of the assignments in the required timeframe.

*Note: Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and audit purposes. The findings may be used to inform changes aimed at improving the quality of FCA programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.*

## ***Course resources and delivery***

The course material provided for INFO 521 includes:

- this course information section (in which the contents of the INFO 521 course are discussed along with course-specific administrative information and Internet conference or internal session details);
- materials on the Blackboard website for INFO 521 (see 'Online information' for more on this), which 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.

- a CD-ROM containing readings and course notes associated with each module.

In the module notes on the CD-ROM you will encounter two types of boxes, which separate work to be done from the body of the text. Boxes in this format:

	<p><b>Reading from the course text:</b></p> <p><b>Now read Robbins <i>et al.</i>, Chapter 1, "Introduction to Organisations and Management".</b></p>
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detail reading which you should do before continuing with the module text. These readings are either from your course text (as in this case), included as PDFs in the study module to which they apply, or are available on the Internet. Boxes in this format:

<p><b>Focus question</b></p> <p><b>What are the stakeholders that a tertiary library needs to consider? How would you manage these relationships? What are the stakeholders that a research library (such as the Turnbull Library) and a regional branch of Archives New Zealand need to consider? How would you manage these relationships?</b></p>
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contain focus questions. You should consider these, and jot down your answers or conclusions, before continuing with the module course notes. These focus questions will usually be discussed during the weekly session for the module.

The study notes for each module include a section giving work to prepare for the weekly session. You should make sure that you complete the work listed in this section, including all the exercises associated with the relevant chapters from your course text *Management*, before the weekly session for that module. Reading all the material to prepare for the weekly session before starting work on the module will help you to use your study time effectively.

Each week discussion will be based on:

- set chapters from the textbook;
- introductory material, discussion points, and exercises; and
- required readings from the material provided.

Learning objectives are specified for each study module. In most cases, the module objectives match the objectives in the course text for the chapters assigned to that module. Because the textbook for this course is so thorough, the additional readings usually refer directly to management in libraries and other information environments, and therefore you will find that most of the modules for this course are not long. They will be used to organise your study, and to fill in gaps where necessary, but it is not the intention to repeat material that is covered in your course text or readings.

### **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.

### **Time commitment**

To achieve satisfactory grades, you should expect to spend 12.5 hours per week on INFO 521 (including time spent in the weekly session). Up to two hours per week will be spent in the weekly seminar, in which you will be expected to contribute to the discussion. The balance of your time should be spent reading the material in the CD-ROM, course text, and on the Internet, and doing your preparation work for the weekly session and assignments.

### **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 pages and any additional notes 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:

[its-service@vuw.ac.nz](mailto:its-service@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 conducted via the Internet using the Chatterbox application; in order to participate students will need an Internet-connected PC running Vista, 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/>

There is also an 'i-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 LIM Room; additional Discussion Rooms are available for breakout groups, and as a "waiting room" if a class is proceeding in the main LIM 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.

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### **LIM Students email list**

Staff of the LIM programmes use the lim-students email discussion list to make important announcements, and to share news and ideas relating to the LIM

programmes. **It is very important that you are subscribed to this list.** Please make sure that a current email address which you check regularly is subscribed. We suggest that you remain a member of this list until **after you graduate**, because the list is used as the main channel to communicate important administration messages (including those about arrangements for graduation).

Emails are sent to lim-students regularly, so if you have not received any list messages for a few weeks it is a good idea to make sure you are still subscribed. If a list message is rejected by your email account you will automatically be unsubscribed from the list.

**To subscribe, unsubscribe, and change your email address or options, go to**

<http://lists.vuw.ac.nz/mailman/listinfo/lim-students>

## **General University information**

**For the following important information follow the links provided:**

### **Academic Integrity and Plagiarism**

<http://www.victoria.ac.nz/home/study/plagiarism.aspx>

### **General University Policies and Statutes**

<http://www.victoria.ac.nz/home/about/policy/academic.aspx>

### **Faculty of Commerce and Administration Offices**

<http://www.victoria.ac.nz/fca/studenthelp/Contactus.aspx>

### **Manaaki Pihipihinga Programme**

[http://www.victoria.ac.nz/st\\_services/mentoring/](http://www.victoria.ac.nz/st_services/mentoring/)