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School of Information Management

**INFO 521: MANAGEMENT IN INFORMATION SERVICES**

Trimester Two 2011  
**COURSE OUTLINE**

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**Contact Details**

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**Communication of additional information**

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]

## Withdrawal from courses

1. Your fees will be refunded if you withdraw from this course on or before 22 July 2011.
2. The standard last date for withdrawal from this course is Friday 23 September. After this date, students forced to withdraw by circumstances beyond their control must apply for permission on an '*Application for Associate Dean's Permission to Withdraw Late*' including supporting documentation

The application form is available from either of the Faculty's Student Customer Service Desks.

## 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 Content

- **Internal students**  
There will be a seminar on Mondays (from 2.40-4.30pm) in the Railway Building, RWW 129
- **Distance students**  
The weekly Internet conference sessions will be held on Mondays from 6.45-8.15pm.
- **Distance students within Auckland**  
Sessions for Auckland students will be delivered by a mixture of audioconferencing (Thursdays, 5.00-6.30 p.m.) and face-to-face teaching (Saturday 23 July & Saturday 1 October, 10.30-12.00; 12.30-2.00). Auckland students should note the joint sessions on 23 July and 1 October; **you will need to prepare two modules for these classes.**

**Teaching Period:** From July 11 (the first day of trimester) to October 25.

## Schedule

Module	Week	Topic	Text chapters	Instructor	Auckland mode
1	11-15 July	Management basics	1, 2	RC	Saturday 23 July
2	18-22 July	Organisational cultures	3, 5	RC	
3	25-29 July	Decision-making	6	LS	Thursday 28 July
4	1-5 Aug.	Strategic planning	7, 8	RC	Thursday 4 Aug
5	8-12 Aug.	Planning tools	9	LS	Thursday 11 Aug
6	15-19 Aug.	Organisational structure & design	10	LS	Thursday 18 Aug
<b>Mid-term break 22 August-4 September</b>					
7	5-9 Sept.	Communication	11	LS	Thursday 8 Sept
8	12-16 Sept.	Change & innovation	13	LS	Thursday 15 Sept
9	19-23 Sept.	Organisational behaviour	14, 15	RC	Saturday 1 Oct
10	26-30 Sept.	Motivation	16	RC	
11	3-7 Oct.	Leadership	17	LS	Thursday 6 Oct
12	10-14 Oct.	Organisational effectiveness & control	18, 20	RC	Thursday 13 Oct

## 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.

## Required Text

**Robbins, S. P., Bergman, R., Stagg, I. & Coulter, M. (2009). *Management* (5th ed.). Sydney: Prentice-Hall.**

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. Those students purchasing a second-hand copy should ensure they have access to these resources, as you **MUST have access**.

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.

## *Learning Objectives*

On completion of the INFO 521 course, students should be able to draw on management theory as they engage in management tasks in an information service organisation. More specifically they should be able to:

1. Explain a core set of management concepts and show how these are applied in the organisational context.
2. Explain how research on management practice and theory is applied in the body of management literature and can be applied in practice.
3. Analyse the impact of organisational structure and culture on specific organisations.
4. Identify the key concepts in organisational decision-making and strategic planning, and demonstrate the effective use of these in practice.
5. Explain how change and innovation can be effectively managed in an organisation.
6. Identify the key principles of organisational communication, leadership, and organisational effectiveness and control, and incorporate these in an applied project.

## Assessment

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 "Assessment" on Blackboard.**

Assignments	Date due	Value	Length
Report on an interview with an information service manager	1 Aug	15%	See Blackboard
Assignment 1 assesses Course Learning Goal 1			
Business case	29 August	45%	see Blackboard
Assignment 2 assesses Course Learning Goals 1, 3, 4, 5, and 6			
Research on library management and its relationship with the management literature	25 October	40%	see Blackboard
Assignment 3 assesses Course Learning Goal 2, as well as allowing students to focus in more detail on specific Learning Goals, (from 3-6) according to their interests			

**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.

### 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%.

### 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 Assessment section of the INFO 521 Blackboard site for details.**

### **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. 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.***

Student work provided for assessment in this course may be checked for academic integrity by the electronic search engine <http://www.turnitin.com>. Turnitin is an on-line plagiarism prevention tool that compares submitted work with a very large database of existing material. At the discretion of the Head of School, handwritten work may be copy-typed by the School and subjected to checking. 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 assignment policies, including information regarding presentation and plagiarism, will be found in the Information Studies pages under the 'My Organizations' tab on Blackboard.

### **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>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?</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 Information Studies 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.



## 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 Blackboard online learning environment:

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

The Blackboard pages 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 in conjunction with the readings on your CD-ROM. 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 students will also be automatically enrolled in the Information Studies community under 'My Organizations' 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; in order to participate students will need an Internet-connected PC running Windows 7, Vista, or XP, 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 'Internet Conferencing' button linking to this page in your course website on 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 IST Room; additional Discussion Rooms are available for breakout groups, and as a "waiting room" if a class is proceeding in the main IST 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;

further details, including screen name conventions, are also available on the Information Studies pages under 'My Organizations' on Blackboard.

For problems with the Internet Conferencing site itself, first check the online help information. If your problem is not resolved please contact our in-house IT Support, which is available only during the evening Internet Conferencing sessions:

- Freephone: 0800 116 299 (5-8 p.m. only) -- office phone forwarded directly to distance education support analyst during evenings
- Email: [simconferencing@vuw.ac.nz](mailto:simconferencing@vuw.ac.nz)

If for some reason a session does not run, check on Blackboard for an announcement of any alternative arrangements that the lecturer is making. Recordings of all distance sessions are also available for downloading from Blackboard.

### **Students email list**

Staff of the Information Studies Programmes use the **ist-students email discussion list** to make important announcements, and to share news and ideas relating to the 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 ist-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/ist-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**

Find key dates, explanations of grades and other useful information at  
[www.victoria.ac.nz/home/study](http://www.victoria.ac.nz/home/study)

Find out about academic progress and restricted enrolment at  
<http://www.victoria.ac.nz/home/study/academic-progress.aspx>

The University's statutes and policies are available at  
[www.victoria.ac.nz/home/about/policy](http://www.victoria.ac.nz/home/about/policy), except qualification statutes, which are available via the Calendar webpage at  
<http://www.victoria.ac.nz/home/study/calendar.aspx> (See Section C).

Further information about the University's academic processes can be found on the website of the Assistant Vice-Chancellor (Academic) at  
[www.victoria.ac.nz/home/about\\_victoria/avcacademic/default.aspx](http://www.victoria.ac.nz/home/about_victoria/avcacademic/default.aspx)

### **AVC (Academic) Website: information including: Conduct, Academic Grievances, Students with Impairments, Student Support**

[http://www.victoria.ac.nz/home/about\\_victoria/avcacademic/Publications.aspx](http://www.victoria.ac.nz/home/about_victoria/avcacademic/Publications.aspx)

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

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

### **Te Pūtahi Atawhai**

#### **Maori and Pacific Mentoring Programme**

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