

School of Information Management

INFO521: MANAGEMENT IN INFORMATION SERVICES

Trimester 2 2012

COURSE OUTLINE

Names and Contact Details

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Freephone: 0800 11 62 99 (for students calling from outside Wellington). Dial **5780** at the recorded message to talk to Brenda.

Please note: this Freephone number is switched over during the evenings to go directly to our Technical Support for the Internet Conference sessions. If you are having difficulty accessing the session and this number is busy, please check **Announcements** on Blackboard.

Trimester Dates

From Monday 16 July (first day of trimester) to Sunday 28 October (date Assignment 3 is due).

Withdrawal from Course

1. Your fees will be refunded if you withdraw from this course on or before Friday 27 July 2012.
2. The standard last date for withdrawal from this course is Friday 28 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.

Class Times and Room Numbers

- **Internal students**

There will be a seminar on **Mondays (from 10.30 a.m.-12.20 p.m.) in RH MZ05.**

- **Distance students**

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

- **Distance students within Auckland**

There will be a seminar on eight **Thursdays 5.00-6.30 p.m.** (19 July, 9 Aug, 16 Aug, 23 Aug, 13 Sept, 20 Sept, 11 Oct, 18 Oct) and two **Saturdays 10.30am -2.00pm** (4 August which covers Modules 2 & 3; 6 October, which covers Modules 9 & 10).

Please note that the Saturday classes cover two modules, and students are expected to prepare for both modules before class.

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.

Schedule

Teaching Period: From July 16th (the first day of trimester) to October 19th 2012.

There will be no sessions for two weeks during the mid-term break (27th August-7th September).

Module	Week	Topic	Text chapters 6th ed	Text chapters 5th ed	Auckland mode
1	16-20 July	Management basics	1,2	1, 2	Thursday 19 July
2	23-27 July	Organisational cultures	3,5	3, 5	Saturday 4 August
3	30 July-3 August	Decision making	7	6	Saturday 4 August
4	6-10 August	Strategic planning	8,9	7, 8	Thursday 9 August
5	13-17 August	Planning tools	8, 18	9, 19	Thursday 16 August
6	20-24 August	Organisational structure & design	10	10	Thursday 23 August
Mid-term break: 25 August-9 September					
7	10-14 September	Communication	11	11	Thursday 13 September
8	17-21 September	Change & innovation	6	13	Thursday 20 September
9	24-28 September	Organisational behaviour	13,14	14, 15	Saturday 6 October
10	1-5 October	Motivation	15	16	Saturday 6 October
11	8-12 October	Leadership	16	17	Thursday 11 October
12	15-19 Oct.	Organisational effectiveness & control	17	18, 20	Thursday 18 October

Course 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.

3. Identify the key concepts in organisational decision-making and strategic planning, and demonstrate the effective use of these in practice.
4. Explain how change and innovation can be effectively managed in an organisation.
5. Identify the key principles of organisational communication, leadership, and organisational effectiveness and control, and incorporate these in an applied project.

Course 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 links to readings and course notes associated with each module, 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.

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

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. If you have any difficulties logging on please contact the Help Desk, at:

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

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/iststudents>

Expected Workload

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 material on Blackboard, course text, and other formats, and doing your preparation work for the weekly session and assignments.

Group Work

There is no group work required in this course although students should be prepared to contribute to discussions in large and small groups within classes

Readings

There is a new edition of the textbook this year (the 6th edition), but we recognise that many students will have a copy of the old edition (the 5th edition). We will therefore support both editions in the course material and discussions for 2012.

You will be expected to have read chapters of the text before each class, and may find it useful to bring the text to class. We encourage you to keep your management textbook after completing INFO521, as it can be a useful resource in your future study and careers.

The textbook is: **Robbins, S. P., Bergman, R., Stagg, I. & Coulter, M. (2012). [Management \(6th ed.\)](#). Frenchs Forest, NSW: Pearson Education Australia.**

Also acceptable for 2012: **Robbins, S. P., Bergman, R., Stagg, I. & Coulter, M. (2009). [Management. \(5th ed.\)](#). Frenchs Forest, NSW: Pearson Education Australia.**

Print copies are available through VicBooks and the Pearson website, and may also be sold at bookshops of other tertiary institutions around New Zealand (if you purchase locally, check that you are buying the correct book, as there are several with similar authors and titles). An eBook version of the 6th edition is available from the Pearson online shop at a cheaper cost than the printed text - follow the hyperlink above if you want to explore this option.

If you purchase a new copy of the textbook you may have access to additional online resources at [MyManagement Lab](#) by using a unique code that is found at the front of your textbook. This may not be available if you have purchased a second-hand copy, or are using the 5th edition (2009). There is no requirement for you to use these resources in INFO521, but if you do have access to them, we encourage you to explore them.

Assessment Requirements

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
1. Report on an interview with an information service manager	12 August	15%	1000 words
Assignment 1 assesses Course Learning Objective 1			
2. Business case	23 September.	45%	2500 words
Assignment 1 assesses Course Learning Objectives 1,3,4,5 and 6			
3. Research on library management and its relationship with the management literature	28 October.	40%	2500 words
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			

Quality Assurance 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 FCom programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

Penalties

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.

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.

Class Representative

The IST programmes have a student committee which provides a communication channel to liaise with the Programmes Director and course coordinators on behalf of students.

Communication of Additional Information

The main channel for communication within this course will be via Blackboard. Messages for all students will be posted to the Announcements page.

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]

Use of Turnitin

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 which 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 subject to checking by Turnitin. 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.

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

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,

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

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

http://www.victoria.ac.nz/home/about_victoria/avcademic/Publications.aspx

Faculty of Commerce Office

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

Te Putahi Atawhai

Maori and Pacific Mentoring Programme

<http://www.victoria.ac.nz/tpa/>