

School of Information Management

INFO 542 MANAGEMENT OF LIBRARY SERVICES

Trimester 3, 2014

COURSE OUTLINE

Names and Contact Details

Course Coordinator and Lecturer: Professor Anne Goulding

Room RH 410, Rutherford House

Tel +64 4 463 **5887**

Email: anne.goulding@vuw.ac.nz

Senior Tutor (Other distance students and Wellington): Kathryn Oxborrow

Room RH 512, Rutherford House

Tel +64 4 463 **6557**

Email: kathryn.oxborrow@vuw.ac.nz

Senior Tutor (Auckland): vacant

Programme Administrator: Chris King

Room RH 521, Rutherford House

Tel +64 4 463 **5875**

Email: chris.king@vuw.ac.nz

If you are phoning from outside Wellington: Freephone 0800 116 299 and ask to be connected to the appropriate staff member.

Trimester Dates

From Monday 17th November 2014 to Sunday 15th February 2015.

Withdrawal from Course

1. Your fees will be refunded if you withdraw from this course on or before 28 November 2014.
2. The standard last date for withdrawal from this course is 27 January 2015.

After the last date stated in #2, 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 or [online](#).

Class Times and Room Numbers

INFO 542 will be held in the third trimester (November-February) of the 2014 academic year. There will be no sessions for two weeks during the Christmas-New Year break (22 December 2014 – 2 January 2015).

The weekly distance class will be held on Tuesdays between 6.45 – 8.15 p.m.

Course Delivery

Weekly tutorials

See “Class times and room numbers”, above

Course materials

Study guides, readings and other materials will be made available on Blackboard.

Online discussion

The Blackboard online discussion board will be used to discuss course topics.

IST programmes information

Information relating to the Information Studies Programmes will be found in the Blackboard Community Information Studies, and through the IST-students email list.

Expected Workload

To achieve satisfactory grades, you should spend approximately 10–12 hours per week on INFO 542, including time spent in the class sessions. The remaining time should cover:

- reading set texts and articles — you are expected to have read these before the weekly session;
- doing any assigned practical exercises provided with the readings – you are expected to have completed these before the weekly session;
- thinking about the module and taking notes on assigned practical exercises in preparation for the weekly session; and
- preparing for the writing assignments.

Prescription

The application of management theory to the practice of managing and marketing libraries, emphasising the development and quality control of services development and quality control of services and collections tailored to customer needs.

Course Learning Objectives

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

1. Outline the steps in marketing, with particular reference to libraries and information centres.
2. Identify the major functions and concepts in human resource management -- in particular, planning and selection.
3. Outline the main issues in collection management, and describe collection management processes and techniques.
4. Ensure the creation and maintenance of collections that are relevant and responsive to stakeholder expectations.
5. Deal with the complexities of acquisitions of both print and digital resources.
6. Outline the main issues in preservation and evaluation of resources, both print and digital.

iConferencing

iConferencing sessions are conducted using the interactive Saba Classroom platform, you will need an Internet-connected device, microphone, headphones/speakers (webcam is optional). Further information about using the iConferencing software and the platform requirements are available in the Information Studies Community on Blackboard.

If, for some reason, a scheduled session does not run please check Blackboard for an announcement of any alternative arrangements that the lecturer may make. iConferencing session recordings will also be available on Blackboard. For problems with the Internet Conferencing site itself, first check the online help information.

Course Content

Week	Date	Topic
1	18/11/2014	Key collection management concepts
2	25/11/2014	Developing collections
3	02/12/2014	Managing collections
4	09/12/2014	Collection evaluation
5	16/12/2014	Finance and budgeting
Mid-trimester Break		
6	06/01/2015	Key marketing concepts
7	13/01/2015	Strategic marketing
8	20/01/2015	Communications and promotion
9	27/01/2015	Recruitment and selection
10	03/02/2015	Staff performance management and development
11	10/02/2015	Managing conflict in the workplace

Readings

INFO 542 does not have a required textbook. Required readings for each week's class will be available from Blackboard.

Assessment

Full details of the assignments, including explanatory notes and marking criteria, are available under 'Assessment' on Blackboard.

Assignment	Date due	Value	Length
1. Collection management essay	14 th December 2014	40%	2000 words max.
2. Marketing exercise	25 th January 2015	30%	1500 words max.
3. HRM case study	15 th February 2015	30%	1500 words max.

Assignment 1 is related to learning objectives 1, 3 and 4. Assignment 2 is related to learning objective 1. Assignment 3 is related to objective 2

To pass INFO542 you must satisfy the mandatory course requirements (see below).

Penalties

Word count

Each submitted assignment MUST contain a word count, easily available from your word-processing program. 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

In addition to obtaining an overall course mark of 50 or better, students must submit all assignments by the deadlines specified in the course outline, unless an arrangement has been made with the course coordinator prior to the deadline, or a major personal emergency prevents submission (evidence supporting this must be supplied as soon as possible to the course coordinator).

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

Further details about the course, and additional information, will be made available through Blackboard.

Student Feedback

Student feedback on University courses may be found at

www.cad.vuw.ac.nz/feedback/feedback_display.php

Link to General Information

For general information about course-related matters, go to

<http://www.victoria.ac.nz/vbs/studenthelp/general-course-information>

Note to Students

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 academic audit. The findings may be used to inform changes aimed at improving the quality of VBS programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.
