

LIS 650: Management of Libraries and Information Centers
Spring 2016

University of Hawai‘i at Mānoa Library & Information Science Program | CRN 3268

Classroom HL 2K | Mondays 5-7:40 pm

Instructor: Gwen Sinclair (gsinclair@hawaii.edu)

Office location: HL 006Bc (in Government Documents & Maps Department)

Office hours: Mondays 3-4:30 or by appointment

Catalog description: Theories and principles of administration for effective management of libraries and information centers, with emphasis on planning, resource allocation, team skills, project management, assessment, leadership, outreach, and advocacy.

Prerequisites: none

LIS Program Student Learning Outcomes:

- 1a) Apply LIS theory and principles to diverse information contexts
- 1b) Demonstrate understanding of the historical context of information services and systems
- 1c) Develop and apply critical thinking skills in preparation for professional practice
- 1d) Craft and articulate a professional identity
- 2a) Demonstrate understanding of leadership
- 2b) Work effectively in teams
- 2c) Develop, manage, and assess information services for specific users and communities
- 2e) Demonstrate the ability to advocate effectively for information services
- 3a) Demonstrate understanding of the processes by which information is created, evaluated and disseminated
- 4c) Apply current research findings to professional practice
- 5a) Communicate and collaborate with diverse colleagues, information seekers, and community stakeholders
- 5b) Demonstrate understanding of the social, cultural, political, and economic context of information services and systems

Course learning objectives:

After taking this course, students will be able to demonstrate understanding of:

- The meaning of management practice in libraries and information centers.
- The characteristics of effective managers.
- Approaches to handling management challenges in libraries and information centers.
- Basic management theories, terminology and methods.
- Leadership, team dynamics, and interpersonal communication skills.
- Theories and processes involved in managing personnel, resources, facilities, and budgets.

Professional expectations

Students are required to follow the highest standards of intellectual and personal honesty throughout their careers at the University of Hawai‘i, as stated in the LIS Program guidelines: (<http://www.hawaii.edu/lis/students/professional-expectations-notice/>) and the Mānoa Student Conduct Code (http://studentaffairs.manoa.hawaii.edu/policies/conduct_code/), which “reaffirms the principle of student freedom that is coupled with an acceptance of responsibility for one's actions and the consequences of such actions.”

Course structure and philosophy

The thrust of this class is to allow students to develop and practice using problem-solving skills in the context of library management through coursework that provides a framework to approach typical management challenges. Class sessions will combine guest speakers, videos, lecture, discussion, small group activities, and exercises. Completing the course successfully will require that you spend significant time outside of class, both individually and in groups.

Research methods

Research methods used in this course include action research, case studies, content analysis, evaluation research, interviews, naturalistic inquiry, and needs assessment.

Technology

To complete required assignments you will need to be proficient in word processing and presentation applications. You will need to search the Web, library catalogs, and journal article databases and collaborative tools such as Google Docs. Depending on the details of your projects, you may also need to download, install and use apps, browser plugins or other software. Please note that all course communications will be sent to your hawaii.edu email account. You are encouraged to bring mobile devices to class as long as they are to be used to facilitate learning.

KOKUA

If you need reasonable accommodations to complete required coursework because of the impact of a documented disability, you are encouraged to explore the services of UH Mānoa’s KOKUA program (<http://www.hawaii.edu/kokua/>). KOKUA provides disability access services to individuals on a case-by-case basis, and students are not charged for these services. A student’s disability status is considered confidential information and is only disclosed to faculty with the student’s permission.

Course Requirements

Classroom preparation and participation includes completing assignments and readings and active participation in classroom discussions, exercises, and activities. Students will periodically give mini-presentations about an assigned topic.

Readings/videos

Readings and videos for each week may be found in Laulima > Resources. The instructor will provide study/discussion questions to use as you read/view the material. You are expected to come to class each week having thoroughly reviewed all of the material for that week's class and being prepared to discuss it. Failure to prepare adequately may result in a lower grade for classroom preparation and participation.

Required text:

Gordon, Rachel Singer (2005). *The accidental library manager*. Medford, N.J.: Information Today. ISBN 1573872105

Available as an ebook in [Ebrary](#).

Ebook available for purchase from online booksellers @ \$14.99

New print copies available at the UHM Bookstore @ \$29.50

Used print copies are available from online booksellers @ \$10 and up

Weekly assignments

There are ten weekly assignments worth ten points each. Assignments will provide an opportunity to develop skills and deepen understanding of the course material. Weekly assignments may be found in Laulima > Assignments. Assignments must be submitted via Laulima by 5:00 p.m. on the due date. Assignments should not be emailed to the instructor.

Grades for late assignments will be reduced by one point for each day or portion thereof they are late. If you are unable to complete assignments due to a personal emergency or illness, please inform the instructor immediately. Students are expected to use word processing software to produce all assignments unless otherwise instructed.

Term Assignment: Employee Handbook Template

The major assignment for the course is to create a template for an employee handbook. The class will work on the project as a group, with each student serving as the leader for a particular chapter. Draft chapters are due on April 18. Students and instructor will provide feedback which may be incorporated into the final draft, which is due on May 9. A sample chapter and a rubric that will be used to grade handbook chapter will be provided.

Grading

Class preparation and participation 20%

Weekly assignments 60%

Employee handbook chapter 20%

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|---------|--------|--------|--------|-------------|
| A+ | B+ | C+ | D | F |
| 97-100% | 87-89% | 77-79% | 60-69% | 59% or less |
| A | B | C | | |
| 93-96% | 83-86% | 73-76% | | |
| A- | B- | C- | | |
| 90-92% | 80-82% | 70-72% | | |

Dates/topics are tentative and are subject to revision.

| Date | Topic | Readings/Videos | Assignment Due |
|----------------------|---|---|----------------|
| Week 1 January 11 | Review of syllabus and course requirements Overview of library management and leadership | | |
| Week 2 January 18 | Holiday – no class meeting | Gordon Introduction, ch.1-2 Pew report (Laulima) | |
| Week 3 January 25 | Strategic planning Environmental scans SWOT analysis | Gordon ch. 8 vanDuinkerken & Kaspar (Laulima) Saxton & Greiner (Laulima) | Assignment 1 |
| Week 4 February 1 | Field trip: ‘Iolani School Personnel: recruitment and hiring | Gordon ch. 3 Fine & Handelsman (Laulima) What is employment discrimination? (Laulima) RCUH job interview guide (Laulima) | Assignment 2 |
| Week 5 February 8 | Personnel: training, management, and evaluation Guest speaker TBA | Gordon ch. 4-5 | Assignment 3 |

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| Week 6 February 15 | Holiday – no class meeting | Aspen Institute report (Laulima) Holding an effective meeting video (Laulima) | |
| Week 7 February 22 | Libraries and diverse communities Community profiles Guest speaker TBA | Oliveira (Laulima) Howland (Laulima) <i>Hawaii Business</i> articles (Laulima) | Assignment 4 |
| Week 8 February 29 | Team building Management theories Project management | Gordon ch. 11 Giesecke & McNeil ch. 5 (Laulima) | Assignment 5 |
| Week 9 March 7 | Facilities Space planning Dealing with difficult patrons Guest speaker TBA | Rubin (Laulima) Gordon ch. 7 | Assignment 6 |
| Week 10 March 14 | Security and safety Emergency management | Kahn ch. 5 (Laulima) AL Live: Library Security video (Laulima) Graham ch. 2 (Laulima) Codes of conduct (Laulima) | Assignment 7 |
| Week 11 March 21 | Spring Break – no class meeting | | |
| Week 12 March 28 | Budgeting Assessment Reporting Guest speaker TBA | Gordon ch. 9 Giesecke & McNeil ch. 12 (Laulima) Annual reports (Laulima) Fact sheets (Laulima) | Assignment 8 |
| Week 13 April 4 | (National Library Week) Public relations Marketing Advocacy Working with a board | Gordon ch. 10 Writing press releases (Laulima) Nine components of a press release (Laulima) Libsuccess.org (Laulima) Handbook for Library Trustees of New York State (Laulima) | Assignment 9 |
| Week 14 April 11 | KCC Library field trip | KCC library mission (Laulima) | Assignment 10 |
| Week 15 April 18 | Patrons with disabilities Staff with disabilities Guest speaker TBA | Copeland (Laulima) Vincent ch. 2 (Laulima) Video: And Access for All (Laulima) | Handbook chapter draft due |

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| | | Service animals (Laulima) | |
| Week 16 April 25 | Oahu Makerspace field trip | Oahu Makerspace web site (Laulima) | Comments on draft handbook chapters due |
| Week 17 May 2 | (National Library Legislative Day) Professional development Networking Guest speaker TBA | Gordon ch. 13 Siess ch. 5 (Laulima) | Final handbook chapter due May 9 |

1/4/2016