

University of Wisconsin-Milwaukee
School of Information Studies
Management of Library and Information Services

TENTATIVE COURSE SYLLABUS

Course Number 540-540
Spring 2007

FYI: The instructor will post and answer questions on the Discussion boards once a week on every Wednesday from January 24 To May 2nd, 2007

Instructor
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If you are a student with special needs, please discuss this with the instructor as soon as possible.

For technical assistance contact Milton Wong at the Distance Education Office at wong@sois.uwm.edu

Course Description:

The library/information center as a service organization. Management of the library/information center: planning, decision-making, leadership styles, motivation, communication, personnel and financial management.

Prerequisites: Junior Standing:

UG students in this course are exempt from the book report assignment. They are responsible for all other assignments.

Contents:

This course introduces the student to a variety of concepts involved in the management of information organizations. It provides an overview of the theory and practice of management and organizational theory in general and as those that might apply to libraries and information centers. Historical as well as recent trends in management research and its application are also examined.

Course Objectives

- To understand the key functions of managers and the nature and role of management in library and information service organizations
- To gain insights into the theoretical underpinnings of current management practice
- To have an intellectual framework from which to consider future developments in management and organizational processes, both in the library literature and in the general management literature. Under graduates are exempt from
- To be prepared to apply key management techniques and principles in libraries and information centers

Course Materials

There are three required texts. They can be obtained from the UWM Book Store, directly from the publishers, amazon.com or other e-stores. Other reading materials are posted on the course website or available through UWM's Libraries EReserve. Additional readings are posted at the end of each weekly lecture and class notes.

Evans, Ward and Rugaas. Management Basics for Information Professionals. New York: Neal-Schuman Publishers, Inc. 2000. ISBN1-55570-370-4.

Montana and Charnov. Management. New York: Barron's Business Review Books. 2000. ISBN 0-7641-1276-1.

Morgan. Images of Organization. Thousand Oaks: Sage Publications. 1998. ISBN: 0-7619-1752-7.

Assignments and Grading: Your active class participation on the discussion board is assumed. Apply what you learn from your readings to class discussions, activities, and assignments. Assignments must be turned in on time. **NOTE: All assignments are due on the published dates in the [Course Outline/Calendar Page](#). Late submissions will not receive full credit (- 10% each day late) unless arrangements are made *in advance* of the due date. The due dates for assignments are noted on your class schedule. Remind yourself of these deadlines.**

Course Requirements

A. Weekly and meaningful participation in online discussions (20 points). This is expected and required of all students. Meaningful and value-added Participation are integral parts of this course. Post no more than two postings per week. Your participation will be evaluated accordingly:

PARTICIPATION LEVEL	POINTS
Participates regularly, comments are clear, concise, and relevant	25
Volunteers information and usually makes pertinent and relevant comments	20
Rarely comments, but does contribute relevant information occasionally	15
Contributes only irrelevant material, comments are not on point, or the student never contributes unless called upon	5

B. Midterm Exam (25 points).

C. Term Paper: (25 points). Length: 8-10 pages double spaced, with references. You can write on one of the topics listed in the course syllabus, e.g. Diversity in the Workplace, Management theory and theoreticians, marketing, budgeting, motivation of employees, communication in the workplace, stress management, ethics, develop a strategic plan for your library, public relations programs, funding for libraries, etc.

D. Book Review/Report (15 points)

You will be required to complete a book report on a book discussing a topic covered in this class. Select a book from the list of titles listed at the end of this syllabus. Post your choice of a book to report on so others will not duplicate the choice. No multiple book reports will be allowed. Length of the report 5-6 pages, double space. Use complete bibliographic citation; follow the APA or Chicago Manual. Post your book report/review to the Discussion File for information sharing with other students, as well as to the Student Files, for grading purposes. Your report should not only summarize, but give scholarly analysis and a critique of the work. You may read and cite other published reviews of your chosen book.

Examples of book reports: [book report, week](#); [fdarling bookreport 2-28-](#)

E. Final Exams (35 points)

This is a take-home exam. Your answers should be posted to the Student Files within a week from the day the exam is posted.

Course Contents:

Many of the power point presentations are organized in an outline format, and should be used in conjunction with the readings, and lecture notes as guide to important concepts, rather than as a separate source. Your textbooks and the topical readings mentioned in each week provide the basic readings in addition to other print and Web sites materials suggested in the lecture notes.

List of Suggested Books to Select From for Your Book Report Assignment

American Library Association (2004). *The Library's Crisis Communications Planner: A PR Guide for Handling Every Emergency*. Chicago.

Aughlin, Sara, Denise-Sisco Shockley, and Ray Wilson (2003). *The Library's Continuous Improvement Fieldwork: 29 Ready-to-Use Tools*. ALA

Cohn, John m. and Ann Kesley (2005). *Staffing the Modern Library*. N.Y.: Neal-Schuman

Collins, Jim (2001). *Why Some Companies Make the Leap and Others Don't Good To Great*. N.Y.: Harper-Collins

Davidson, J. (1999). *The Complete Idiot's Guide to Managing Stress*, 2nd. ed. New York: Alpha Books

Dewey, Barbara and Loretta Parham (2006). *Achieving Diversity*. N.Y.: Neal-Schuman.

Drucker, Peter (2001). *The Essential Drucker*. New York: Harper Collins.

Dubont, R.R., L Buttlar, and W. Canyon (1994). *Multiculturalism in Libraries*. Westport, CT: Greenwood Press.

Evans, G. Edward (2004). *Performance management and Appraisal*. N.Y.: Neal-Schuman.

Galpin, T. (1996). *The Human Side of Change: A Practical Guide to Organization Redesign*. San Francisco: Jossey-Bass.

Giesecke, Joan and Beth McNeil (2005). *Fundamentals of Library Supervision*. ALA

Goodson, Carol (1997). *Performance Standards for Library Personnel*. N.Y.: Neal-Schuman

Hammer, M and J. Champy (2001). *Reengineering the Corporation: A Manifesto for Business Revolution*. New York: Harper Collins.

Hallam, Arlita W. and Teresa R. Dalston (2005). *Managing Budgets and Finance*. N.Y.; Neal-Schuman.

Heller, R. and T. Hindle (1998). *Essential Manager's Manual*. New York: DK Publishing.

Kotter, John P. (1996). *Leading Change*. Boston: Harvard Business School Press.

Martin, R. R. (1994). *Libraries and the Changing of Facts of Academic Responses: Responses to Growing Multicultural Population*. Metuchen, NJ: The Scarecrow Press,

Martin, Mary S. and Milton Wolf (1998). *Budgeting for Information Access; managing the Resource Budget for Absolute Access*. ALA

Massis, Bruce (2003). *The Practical Library Manager*. N.Y.: Haworth International Press.

Nelson, B. and P. Economy (2003). *Managing for Dummies*. New York; Wiley.

Olson, Christi A. with Paula M. Singer (2004). *Winning with Library Leadership: Enhancing Services with Connection, Contribution, and Collaboration*. ALA

Peters, Tom & R. Watermanc (1982). *In search of Excellence: Lessons from America's best Run Companies*. N.Y.: Harper & Row.

Prentice, Ann (2005). *Managing in the Information Age*. Scarecrow Press.

Riggs, Donald and Patricia Tarin (1994). *Cultural Diversity in Libraries*. Chicago: ALA.

St. Clair, Guy (1997). *Total Quality Management in Information Services*. London: Bowker.

Siess, Judith (2002). *Time Management, Planning, and Prioritization for Librarians*. Scarecrow Press.

Smith, G. Stevenson (1999). *Accounting for Libraries and Other not-for-Profit organizations*, 2nd ed. ALA

Thomas, J. (2004). *Beyond Race and Gender'' Unleashing the Power of Your Total Workforce by Managing Diversity*. N.Y.: AMACOM

Thenell, Jan (2004). *The Library's Crisis Communications Planner: APR Guide for Handling Every Emergency*. Chicago: ALA.

Thomas, Roosevelt (1991). *Beyond Race and Gender*. N.Y.: AMACOM

Trotta, Marcia (2005). *Supervising staff*. N.Y.: Neal-Schuman.

Vaagan, Robert, ed. (2002). *Ethics of Librarianship*. Munich: Munich: Saur/ IFLA Publications.

Whitmell, Vicki L. 92005). Staff Planning in a Time of demographic Change.

Grading system: Students will receive grades of A, A-, B+, B, B-, or C on each assignment, the final exam, and the final grade will be posted on PAWS a week after the final exams have been graded. Students performing below B during the course will receive a warning from the professor.
