

MODULE DESCRIPTOR

Module Title

Managing Library Services

Reference	BSM137	Version	4
Created	April 2017	SCQF Level	SCQF 11
Approved	March 2015	SCQF Points	30
Amended	January 2018	ECTS Points	15

Aims of Module

To enable students to appraise the nature, provision and management of library and information services in a variety of contexts emphasising the importance of effective performance evaluation and decision-making (including financial and human resource management), and to provide an understanding of collection management and information needs and characteristics of user communities.

Learning Outcomes for Module

On completion of this module, students are expected to be able to:

- 1 Evaluate critically the range, nature and provision of library and information services in a variety of contexts.
- 2 Evaluate information services and assess collection development in relation to policy, planning and processes.
- 3 Analyse critically and discuss the major ways in which human resource management and financial management contribute to effective planning and decision-making in the management of change within library and information services.
- 4 Examine and analyse critically user communities and their information needs and characteristics and reflect this knowledge and understanding in a practical information enquiry context.
- 5 Analyse critically the broad political, economic, social and cultural challenges for library and information services provision in a contemporary idiom.
- 6 Examine the ways in which performance measure, impact and quality enhancement contribute to the effective development of library and information services.

Indicative Module Content

Principles and philosophies of Library and Information services and their effective management; collection management and development; user engagement and communication; information literacies; information services (including reference and enquiry, corporate information, local studies, rare books); the policy agenda for library and information services; decision-making processes and change management; financial management; human resource management; marketing and promotion; professional development; performance measurement tools; evaluation and impact of services (including quality enhancement tools and techniques).

Module Delivery

The module will be taught through a variety of teaching methods including lectures, tutorials, seminars, workshops, demonstrations, practical sessions and directed learning. The student is supported by individual tutorials throughout the process.

Indicative Student Workload

	Full Time	Part Time
Contact Hours	124	45
Non-Contact Hours	176	255
Placement/Work-Based Learning Experience [Notional] Hours	N/A	N/A
TOTAL	300	300
<i>Actual Placement hours for professional, statutory or regulatory body</i>		

ASSESSMENT PLAN

If a major/minor model is used and box is ticked, % weightings below are indicative only.

Component 1

Type:	Coursework	Weighting:	50%	Outcomes Assessed:	4, 5, 6
Description:	Individual Written Assessment				

Component 2

Type:	Coursework	Weighting:	50%	Outcomes Assessed:	1, 2, 3, 5, 6
Description:	Group and Individual Written Assessment				

MODULE PERFORMANCE DESCRIPTOR

Explanatory Text

The Module is assessed by two components: C1 - Coursework - 50% weighting. C2 - Coursework - 50% weighting. Module Pass Mark = Grade D (40%)

Module Grade	Minimum Requirements to achieve Module Grade:
A	At least 70% on weighted aggregate and at least 35% in each component
B	At least 60% on weighted aggregate and at least 35% in each component
C	At least 50% on weighted aggregate and at least 35% in each component
D	At least 40% on weighted aggregate and at least 35% in each component
E	At least 35% on weighted aggregate
F	Less than 35% on weighted aggregate
NS	Non-submission of work by published deadline or non-attendance for examination

Module Requirements

Prerequisites for Module	None.
Corequisites for module	None.
Precluded Modules	None.

INDICATIVE BIBLIOGRAPHY

- 1 BRYSON, J., 2011. *Managing information services: a sustainable approach*. 3rd ed. Farnham: Ashgate. *ebook*
- 2 CORRALL, S. and BREWERTON, A., 1999. *The new professional's handbook*. London: Facet.
- 3 EVANS, G.E. and ALIRE, C.A., 2013. *Management basics for information professionals*. 3rd ed. New York: Neal Schumann.
- 4 KATZ, W.A., 2002. *Introduction to reference work*. 8th ed. Chicago: McGraw-Hill.
- 5 McMENEMY, D. and POULTER, A., 2005. *Delivering digital services: a handbook for public libraries and learning centres*. London: Facet.
- 6 ROBERTS, S. and ROWLEY, J., 2004. *Managing information services*. London: Facet.
- 7 WALFORD, A.J., *Guide to reference material, Vols 1-3*. London: Facet (Current eds).
- 8 Other appropriate items as directed in class.