# ROBERT GORDON UNIVERSITY ABERDEEN

## MODULE DESCRIPTOR

### Module Title

Managing Library Services

| Reference | CBM137 | Version | 2 |
|---|---|---|---|
| Created | March 2021 | SCQF Level | SCQF 11 |
| Approved | March 2015 | SCQF Points | 30 |
| Amended | September 2021 | 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 including performance measure, impact and quality enhancement 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. |

### 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 |
| *Actual Placement hours for professional, statutory or regulatory body* | | |

## 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: | 3, 4, 5 |
| --- | --- | --- | --- | --- | --- |
| Description: | Individual Written Assessment | | | | |

### Component 2

| Type: | Coursework | Weighting: | 50% | Outcomes Assessed: | 1, 2 |
| --- | --- | --- | --- | --- | --- |
| Description: | Group and Individual Written Assessment | | | | |

## MODULE PERFORMANCE DESCRIPTOR

### Explanatory Text

The calculation of the overall grade for this module is based on 50% weighting of C1 and 50% weighting of C2 components. An overall minimum grade D is required to pass the module.

| | | Coursework: | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | A | B | C | D | E | F | NS |
| Coursework: | A | A | A | B | B | C | E | |
| | B | A | B | B | C | C | E | |
| | C | B | B | C | C | D | E | |
| | D | B | C | C | D | D | E | |
| | E | C | C | D | D | E | E | |
| | F | E | E | E | E | E | F | |
| | 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 | BALAGUE, N. and SAARTI, J., 2011. Managing Your Library and its Quality. Oxford: Chandos. |
|---|---|
| 2 | BRYSON, J., 2016. Managing information services: a sustainable approach. London: Routledge. |
| 3 | EVANS, G.E. and ALIRE, C.A., 2014. Management basics for information professionals. 3rd ed. New York: Neal Schumann. |
| 4 | HIBNER, H. and KELLY, M., 2013. Making a Collection Count: A Holistic Approach to Library Collection Management. Witney: Elsevier Science & Technology. |
| 5 | MONIZ, R., 2010. Practical and effective management of libraries: Integrating case studies, general management theory and self-understanding. Oxford: Chandos. |
| 6 | O?CONNOR, S., 2018 Library management in disruptive times: skills and knowledge for an uncertain future. London: Facet |
| 7 | Other appropriate items as directed in class. |