

## MODULE DESCRIPTOR

### Module Title

Managing Library Services

Reference	CBM137	Version	3
Created	February 2023	SCQF Level	SCQF 11
Approved	March 2015	SCQF Points	30
Amended	July 2023	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 the broad political, economic, social and cultural challenges for library and information services provision in a contemporary idiom.
- 4 Examine and analyse critically library provision, user communities and their needs and characteristics, and reflect this knowledge and understanding in service delivery contexts.
- 5 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.

### Indicative Module Content

Principles and philosophies of library and information services and their effective management; community needs; collection management and development; user engagement and communication; information literacies; range and scope of information services; 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:	1, 2
Description:	Individual Written Assessment				

#### Component 2

Type:	Coursework	Weighting:	50%	Outcomes Assessed:	3, 4, 5
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.