

(4 Credits)

## Credit Pattern

Lecture	Tutorial	Practical	Total
3	1	0	4

**Objectives**

- To introduce principles and practices of management with particular reference to library and information centers for managing them on scientific basis.
- To use management techniques to achieve the organizational effectiveness and efficiencies in library and information centres
- To develop skills for handling effectively the library and information management routines ,finances and human resource development

**Unit I**

1.1 Management: Concept and Functions.

1.2 Principles of Management.

1.3 Management: Schools of thought

3.1 Classical School.

3.2 Behavioral.

3.3 Contengencies approach.

3.4 Systems approach.

1.4. System Analysis &amp; Design (Concept and applications)

**Unit II**

2.1 Human Resource Development (HRD): concept and components

2.2 Job Analysis: Job Specification and Description; Job evaluation: Concept and techniques

2.3 Recruitment process

2.3.1 Selection: Methods employed

2.3.2 Induction and orientation: Techniques used

- 2.4 Motivation: Concept and theories
  - 2.4.1 Maslow's Theory of Motivation
  - 2.4.2 Herzberg's Theory of Motivation
  - 2.4.3 Theory X and Theory Y
  - 2.4.4 Equity Theory.
- 2.5 Professional Development: continuing education programmes.

### **Unit III**

- 3.1 Financial Management: Concept, Scope and Objectives
- 3.2 Library Budget and Budgetary Methods:
  - 3.2.1: Line Item or Incremental Budget
  - 3.2.2: Formula Budget
  - 3.2.3: Programme Budget
  - 3.2.4: Planning Programming Budgeting System (PPBS)
  - 3.2.5: Zero- Base Budgeting (ZBB)
- 3.3 Cost Analysis: Concept and Methods
  - 3.3.1: Cost Benefit
  - 3.3.2: Cost Effectiveness

### **Unit IV**

- 4.1 Service Management
  - 4.1.1: Nature, Significance and Characteristics of Services.
  - 4.1.2: Factors influencing the growth of services.
  - 4.1.3: Managing the Service quality (SERVQUAL & LIBQUAL)
  - 4.1.4: Understanding User response to service failure.
- 4.2 Knowledge Management: Techniques and applications.
- 4.3 Project Management: PERT/CPM

## Suggested Readings

- Abell, A. (2001). *Competing with knowledge: The information professional in the knowledge management age*. London: Library Association Publishing.
- Arrow, K. J. (1984). *The economics of information*. Cambridge, Mass:Belknap Press of Harvard University Press.
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- Benbya,H(2008).*Knowledge Management Systems Implementation :Lessons from the silicon Valley*. Oxford: Chandos Pub
- Birchler, U. W., Butler, M. (2007).*Information economics*.New York: Routledge.
- Brigham, E. F.&Ehrhardt, M.C. (2004). *Financial Management: Theory and Practice*. Mason,OH: South Western College Pub.
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- Chauvel, D.(2001). *Knowledge horizons: The present and promise of knowledge management* .Oxford : Butterworth-Heinemann
- Christian, A. R. (2013). *Academic library management: Universities, colleges an institutions*.Jaipur: Vista Publishers
- Dennis, A. & Wixom, B. H. (2002).*Systems analysis design*. New Jersey: Wiley
- Dessler, G. (2003). *Management: principles and practices for tommorrow's leaders*. New ersey: Prentice Hall.
- Du, W. (2013). *Informatics and management science I*. New York: Springer.
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- Evans, G.E. (2003). *Management techniques for libraries*.NewYork: Academic Press

Farrell, R., & Schlesinger, K. (2013). *Managing in the middle: The librarian's handbook*.

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Hobohm, Hans- C. (2004). *Knowledge management: Libraries and librarians taking up the challenge* .Munchen : K. G . Saur

Hoffer, J.A., George, J, F., &Valacich, J.S. (2004).*Modern systems analysis and design* . New Jersey: Prentice Hall.

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Jussawalla, M., &Ebenfield, H. (Ed.). (1984). *Communication and information economics : New perspective*. Amsterdam : Elsevier Science

Kendall, K.E. & Kendall, J. E.(2004). *System analysis and design*. New Jersey: Prentice Hall.

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Lambe, P (2007).*Organising Knowledge: Taxonomies, Knowledge and Organizational Effectiveness*. UK: Chandos

Lancaster, F.W. (1988). *If you want to evaluate your library*. London: Library Association.

Levine, D. K., &Lippman , S ,A. (1995). *The Economics of information* .Aldershot : Elgar

Little , S . E.(2002). *Managing Knowledge : an essential reader*. London : Sage Publications

Lovelock C.,&Wirtz,J .(2006).*Service Marketing: People, Technology, Strategy*. Pearson Education.

Lubbe, J., C.A., V. (1997).*Information theory*.Cambridge:Cambridge university press.

Malcolm, G., &Leiter, R. D. (Ed).(1981). *Economics of information*. Boston: M.Nijhoff Pub.

McDonough, A. M. (1963). *Information economics and management system*. New York:McGraw Hill.

Milosevic,D.Z.(2003).*Project Management Toolbox*.NewJersey:Wiley

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Pugh, L. (2007). *Change Management in Information Services* (2<sup>nd</sup> ed.). London: Ashgate pub.

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