

Universitatea Babeş–Bolyai, Cluj–Napoca
Facultatea Istorie și Filosofie
Anul universitar 2008-2009
Semestrul IV

I. Informații generale despre curs, seminar, lucrare practică sau laborator

Titlul disciplinei: Managementul institutiilor-BID (libraries and related institutions)

Codul: HBR 5212

Numărul de credite: 7

Locul de desfășurare: BCU

Programarea în orar a activităților:

The course will be held by Prof. Wolfram Neubauer

This course needs 50 hours for lectures and about 90 hours for self studies.
There will be 7 sub-moduls with the following content:

Literature short list:

Brophy, Peter: The quality of libraries. – In: Hilgemann, Klaus; Te Boekhorst, Peter: Die effective Bibliothek.- München: Saur, 2004. – p. 30-46.

Ceynowa, Klaus; Coners, Andre: Balanced scorecard für wissenschaftliche Bibliotheken. – Frankfurt a. Main: Klostermann, 2002.

Füngeling, S.: Critical success factors bei der Umsetzung der Verwaltungsreform in Bibliotheken.- Köln: Fachhochschule Köln, 2000.

Gottschalk, Peter: Information systems leadership roles.- In: Journal of Global Information Management (2000) 8, p.43-52.

Hayes, Robert M.: Strategic management for academic libraries.- Westport, Conn.: 1993.

Hernon, Peter; Nitecki, Danuta A.; Altman, Ellen: Service quality and customer satisfaction.- In: Journal of Academic Librarianship (1999) 25, p.9-17.

Moran, Barbara B.: Restructuring the university library. A North American perspective.- In: Journal of Documentation (2001) 57, p.101-113.

Nagelsmeier-Linke, Marlene: Personalführung.- In: Frankenberger, Rudolf; Haller, Klaus: Die moderne Bibliothek.- München: Saur, 2004.- p.134-146.

Neubauer, Wolfram: Bibliotheksleitung. Aufgaben, Methoden und Strategien.- In: Frankenberger, Rudolf; Haller, Klaus [Eds.]: Die moderne Bibliothek.- München: Saur, 2004.- p.117-133.

1/2: Organizational structures in libraries and related institutions

Students should understand the classical issues of library organizations (e.g. formal and informal structures; business processes; project management; workplace descriptions)

Brophy, Peter: The quality of libraries. – In: *Hilgemann, Klaus; Te Boekhorst, Peter*: Die effective Bibliotheke.- München: Saur, 2004. – p. 30-46.

Ceynowa, Klaus; Coners, Andre: Balanced scorecard für wissenschaftliche Bibliotheken. – Frankfurt a. Main: Klostermann, 2002.

Füngeling, S.: Critical success factors bei der Umsetzung der Verwaltungsreform in Bibliotheken.- Köln: Fachhochschule Köln, 2000.

3/4: Library administration

Students should understand the principles of library administration, its tasks, instruments and actions.

Brophy, Peter: Measuring library performance. - London: Facet Publishing, 2006.- 242 p.

Gottschalk, Peter: Information systems leadership roles.- In: Journal of Global Information Management (2000) 8, p.43-52.

Hayes, Robert M.: Strategic management for academic libraries.- Westport, Conn.: 1993.

5/6: Management in libraries

Students should understand the principles of management and leadership within libraries and should also be able to transfer general management tools into the library practice.

Hernon, Peter; Nitecki, Danuta A.; Altman, Ellen: Service quality and customer satisfaction.- In: Journal of Academic Librarianship (1999) 25, p.9-17.

Moran, Barbara B.: Restructuring the university library. A North American perspective.- In: Journal of Documentation (2001) 57, p.101-113.

Nagelsmeier-Linke, Marlene: Personalführung.- In: *Frankenberger, Rudolf; Haller, Klaus*: Die moderne Bibliothek.- München: Saur, 2004.- p.134-146.

7/8: Library processes and their analysis

Students should get a basis understanding of library-specific methods of controlling and the analysis of internal processes concerning the overall strategic goals.

Moran, Barbara B.: Restructuring the university library. A North American perspective.- In: Journal of Documentation (2001) 57, p.101-113.

Nagelsmeier-Linke, Marlene: Personalführung.- In: *Frankenberger, Rudolf; Haller, Klaus*: Die moderne Bibliothek.- München: Saur, 2004.- p.134-146.

Neubauer, Wolfram: Bibliotheksleitung. Aufgaben, Methoden und Strategien.- In: *Frankenberger, Rudolf; Haller, Klaus* [Eds.]: Die moderne Bibliothek.- München: Saur, 2004.- p.117-133.

9/10: Marketing for Libraries with a special emphasis on Public Relations

Students should get an overview about the topics “mission statements”, “image” and “advertising” in the context of science libraries.

Moran, Barbara B.: Restructuring the university library. A North American perspective.- In: *Journal of Documentation* (2001) 57, p.101-113.

Nagelsmeier-Linke, Marlene: Personalführung.- In: *Frankenberger, Rudolf; Haller, Klaus*: Die moderne Bibliothek.- München: Saur, 2004.- p.134-146.

Neubauer, Wolfram: Bibliotheksleitung. Aufgaben, Methoden und Strategien.- In: *Frankenberger, Rudolf; Haller, Klaus* [Eds.]: Die moderne Bibliothek.- München: Saur, 2004.- p.117-133.

11/12: Quality Management

Students should understand the most important topics and techniques of Quality Management and they should also be able to assess the use of general and specialized techniques.

Neubauer, Wolfram: Bibliotheksleitung. Aufgaben, Methoden und Strategien.- In: *Frankenberger, Rudolf; Haller, Klaus* [Eds.]: Die moderne Bibliothek.- München: Saur, 2004.- p.117-133.

Nitecki, Danuta A.: Changing concept and measure of service quality in academic libraries. – In: *Journal of Academic Librarianship* (1996) 22, p. 181-90.

Poll, Roswitha: Bibliotheksmanagement.- In: *Frankenberger, Rudolf; Haller, Klaus*: Die neue Bibliothek.- München: Saur, 2004.- p.93-116.

13/14: Development of human resources and leadership issues

The major goal of this lecture is to recognize the importance of “leadership” and the application of concerning (professional) actions and instruments, especially in the context of leading people and also developing their potential skills.

Nitecki, Danuta A.: Changing concept and measure of service quality in academic libraries. – In: *Journal of Academic Librarianship* (1996) 22, p. 181-90.

Poll, Roswitha: Bibliotheksmanagement.- In: *Frankenberger, Rudolf; Haller, Klaus*: Die neue Bibliothek.- München: Saur, 2004.- p.93-116.

Stuart, Robert D.; Moran, Barbara B.: Library and information center management. - 6.ed. – Englewood: Libraries Unlimited, 2002.

Walters, Suzanne: Customer Service.- London: Neil Schumann, 1994.