



# Managing Information Services

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## Description

This sophisticated primer draws together in an accessible form the principles of management as they need to be understood by library and information professionals. Written by a practising library manager and a management academic, the text introduces and applies the latest management concepts to library management practice. Since most libraries are part of a wider organization, their management practice will be influenced by that organizational setting, whether the setting be a university, a local authority or a business. Responding effectively within this organizational context is a key theme that runs through this text. Library management is concerned with managing collections, people, services, resources, information and finance, but managers also need to work beyond the confines of the library. They need to understand and influence their environment, to respond to the power and politics of a situation, to contribute to strategic direction in arenas related to knowledge management, learning and information, and to promote their own careers. The scene is set through the first two chapters, on management and organizations respectively. The first chapter covers the nature of management, management roles and competencies, and reviews the range and scope of library management. The second chapter focuses on the organizational context in which management is performed. The core of the book is a series of chapters in some of the key areas that constitute the management role: people, and their behaviour and management, marketing and user relationships, quality management, finances and resources, environment and context, and strategy and planning. Each chapter is well illustrated with relevant examples, checklists and models. Chapters conclude with a list of further reading, and a list of review topics, which can be used as the basis for revision for study purposes, or as a prompt to encourage reflection on the content of the book, for the professional reader. Key areas covered: • management and managing organizations • people in organizations • human resource management • marketing and user relationships • quality management • finance and resources • environment and context • strategy and planning. Readership: This book will be a key text for students of library and information management, designed to introduce them to the practice, experience and theoretical principles of library management. In particular it should prepare them for their first posts as library managers, and alert them to the challenges and rewards of management. Practising library managers will also benefit from

revisiting some of the topics covered in the book.

#### Contents

1. Information organizations 2. Management and leadership 3. People in organizations 4. Human resource management 5. Marketing and user relationships 6. Quality management 7. Finance and resources 8. Strategy and planning.

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