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**TITLE PAGE**

**LNSS PILOTING MODULE No: 3**

**TITLE OF MODULE: ESSENTIAL MANAGEMENT AND TRANSFERRABLE SKILLS FOR LIBRARIANS AND LIBRARY STAFF**

**COURSE MATERIALS: Presentations, Useful Links, Literature, Video Materials, Script**

**TABLE OF CONTENTS**

<b>MODULE DESCRIPTION.....</b>	<b>2</b>
<b>MODULE STRUCTURE .....</b>	<b>4</b>
<b>ASSESSMENT SCHEME.....</b>	<b>5</b>
<b>COURSE PLAN.....</b>	<b>6</b>
<b>TRAINER'S GUIDE.....</b>	<b>11</b>
<b>LIST OF SUGGESTED LITERATURE.....</b>	<b>15</b>



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Library Network Support Services

## MODULE DESCRIPTION

**Type:** Training of librarians

**Semester:** Autumn-winter

**Target Audience:** librarians and library staff, university staff

**Teacher expertise:**

**Teacher:** A. Anokhine, S. Dulschi

**Language:** Russian/Romanian/English

**Prerequisites:** Teaching experience, familiarity with syllabus and course description, high level of English

**Restrictions:** N/A

**Supplementary regulations:** N/A

### Summary:

- This module is designed for library and university teaching staff to increase communication and listening skills, strategic and business planning skills;
- The module contains information on international library standards, effective customer care, service and strategies in libraries, time management, managing staff ;
- The module focuses on the management of change;
- The goal of this module is to improve professional skills, to develop new services and to raise awareness of university and library staff.

### Overall aim:

- To develop librarians' knowledge on essential management;
- To improve leadership skills;
- To ensure the participants are trained on business and strategic planning;



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- To develop competences among library staff, university staff to proper time-management and workload.

**Learning outcomes:**

At the end of the course the participants will be able to:

**Knowledge and understanding:**

- A. Define the international library standards;
- B. Develop and implement business and strategic plans for the library;
- C. Be able to use the proper terminology;
- D. Understand the importance of the management of the 21st century libraries' change;
- E. Understand the basic of managing staff.

**Subject specific understanding and skills:**

- F. Develop an awareness of the connection between modern library financial management and acquisitions of library materials;
- G. Manage the schedule and workload of the librarians;
- H. Provide more effective customer service in libraries.

**Key Skills:**

- I. Demonstrate interactive communication and listening skills;
- J. Make decisions and solve problems;
- K. Demonstrate advanced abilities of giving a presentation;
- L. Take an active role in identifying purposes, tasks, responsibilities and timescales in a group activity.

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<b>MODULE STRUCTURE</b>	
ECTS credits: 1	Study Hours: 30 Hrs (16 in class meetings and 14 independent hours) (1 hour = 45 minutes)
<p>Taught Hours:</p> <p>Day 1: 2 Hrs</p> <p>Day 2: 1 Hrs</p> <p>Day 3: 1 Hrs</p> <p>Day 4: 2 Hrs</p> <p>Day 5: 2 Hrs</p> <p>Day 6: 1 Hrs</p> <p>Day 7: 1 Hrs</p> <p>Day 8: 2 Hrs</p>	
Independent Hours: 14 Hrs	
Total: 30 Hrs	
<p><b>Assessment scheme</b></p> <p><b>Units (topics):</b></p> <p><b>Unit 1</b> - International library standards - IFLA, ISO, Library of Congress, NISO;</p> <p><b>Unit 2</b> - Negotiating the library strategic planning puzzle- strategic and business planning skills for librarians;</p> <p><b>Unit 3</b> - Effective custom care, service and strategies in libraries;</p> <p><b>Unit 4</b> - Time management: prioritizing for time and workload;</p> <p><b>Unit 5</b> - Managing staff and library staffing structures;</p> <p><b>Unit 6</b> - Communication and listening skills;</p> <p><b>Unit 7</b> - The librarian's guide to developing presentations skills;</p> <p><b>Unit 8</b> - Decision making, problems solving and leadership skills for librarians;</p> <p><b>Unit 9</b> - Job interviewing skills for librarians;</p>	

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<b>Unit 10</b> - Management of change in 21st century libraries; <b>Unit 11</b> - Modern library financial management, acquisitions and processing of library materials.			
<b>Types of assessment:</b>	<b>Units:</b>	<b>Weighting:</b>	<b>Learning Outcomes:</b>
Active participation (group participation)	1-11	20%	c, i, l
Assignment 1	2	15%	b, c, l
Online Quiz	4	10%	c, e, g
Assignment 2	5	15%	b, d, f, k
Pre-evaluation test	7	15%	d, j, l
Final test	11	25%	c, l
<b>Description of assessment types</b>			
<b>Active participation (group participation):</b> discussion on the topic			
<b>Assignment 1:</b> to elaborate a developed strategic plan of a library - librarians will work together carrying out and analyzing the knowledge gained within the course and come with a presentation regarding the management and strategy plan for the future library in their eyes			
<b>Online Quiz:</b> participants will take part in an online test on the course			

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**Assignment 2:** group homework: presentations

**Pre-evaluation test:** to evaluate the understanding of topics

**Final Test:** participants are to answer questions on the course

**COURSE PLAN**

Activity day	Lesson Topic	Lesson Activities	Estimated student work time in minutes/ hours	Lesson Outcome	Assessment forms
<b>Day 1</b>	General overview	Presentation on LNSS project, goals and objectives, the role of the course within the project	20 min		Active group participation
		Group discussion	20 min		
	Introduction to International Library Standards	Presentation on IFLA, ISO, Library of Congress, NISO	30 min		
		Discussion on the topic	20 min		

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<p><b>Day 2</b></p>	<p>Negotiating the Library Strategic planning puzzle-strategic and business planning skills for librarians</p>	<p>Presentation on “How to create a library strategic plan”</p> <p>Library strategic plan example</p> <p>Group work - elaboration of a library strategic plan for APA library (outline version) (Assignment 1)</p> <p>Discussions</p>	<p>20 min</p> <p>10 min</p> <p>10 min</p> <p>5 min</p>		<p>Active group participation</p> <p>Assignment 1</p>
<p><b>Day 3</b></p>	<p>Effective custom care, service and strategies in libraries</p>	<p>Presentation on effective custom care service in major libraries</p> <p>Create online forms for monitoring the dynamics of the use of resources and services by users of the library</p> <p>Group work – identification of library service that should be included in APA library</p>	<p>20 min</p> <p>10 min</p> <p>15 min</p>		<p>Active group participation</p>

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<b>Day 4</b>	Time management: prioritizing for time and workload;  Managing staff and Library Staffing structures	Presentation “How to manage your time properly”	15 min		Active group participation  Online Quiz
		Presentation “How to organize library activities”	15 min		
		Wrap up discussions	10 min		
		Model of a University library staff structure	20 min		
		Elaborate staff’s daily schedule	20 min		
Online quiz on the studied topic	10 min				
<b>Day 5</b>	Communication and listening skills	Presentation on the basics of effective communication and active listening	20 min		Active group participation  Assignment 2: Group homework: presentation
		Discussion on the topic	10 min		
	The librarian's guide to developing presentations skills	Presentations and conclusions on homework assignment	20 min		



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		Presentation “How to make a presentation”	20 min		
		Group discussion: what is a bad presentation?	10 min		
		Overview of some models of good presentations	10 min		
<b>Day 6</b>	Decision making, problems solving and leadership skills for librarians  Job interviewing skills for librarians	Presentation on the topic  Discussion  Presentation “Library and Technology Jobs: Library Interview Questions”  Debate	20 min  5 min  15 min  5 min		Active group participation
<b>Day 7</b>	Management of change in 21st century libraries	Presentation “The evolution of libraries through ages”  Trends of development and the role of libraries in	20 min  10 min		Active group participation  Pre-evaluation test

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		society			
		Test	15 min		
<b>Day 8</b>	Modern Library Financial Management, Acquisitions and processing of library materials	Presentation on modern financial management	20 min		Active group participation
		Elaboration of a plan for acquisition of the necessary literature specific for APA	20 min		Final test
		Wrap up discussion	15 min		
		Evaluation of the course	15 min		
		Final test	20 min		
<b>TRAINER'S GUIDE</b>					
<b>Activity title</b>		<b>Activity description</b>		<b>Suggested materials</b>	
<b>Day 1</b> 1. Presentation 1 2. Group discussion 3. Presentation 2		The course should be started with the general review of LNSS project activity. The participants will hear again about the purpose and value of the project and will		Presentation "LNSS project" Presentation "International library standards"	

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<p><b>4. Discussion on the topic</b></p>	<p>determine their role in it. The lecturer will give a definition of standards, describe the main ones. During the discussion session, participants will discuss the use of standards.</p>	
<p><b>Day 2</b></p> <ol style="list-style-type: none"> <li>1. Presentation</li> <li>2. Library strategic plan example</li> <li>3. Group work (Assignment 1)</li> <li>4. Discussions</li> </ol>	<p>The lecturer will speak about the importance of strategic planning, its steps and goals. Participants will see and discuss the strategic plan of APA library. Elaboration of a library strategic plan for APA library by all participants. Participants will discuss the topic and appreciate its importance for the development of libraries.</p>	<p>Presentation “Negotiating the Library Strategic planning puzzle- strategic and business planning skills for librarians”</p>
<p><b>Day 3</b></p> <ol style="list-style-type: none"> <li>1. Presentation</li> <li>2. Group work</li> <li>3. Group discussion</li> </ol>	<p>Participants will consider the main theoretical material of the theme (objects, modern techniques of effective custom care, new service and strategies in libraries). Create online forms for monitoring the dynamics of the use of resources and services by users of the library. Group work – identification of library service that should be included in APA</p>	<p>Presentation “Effective custom care, service and strategies in libraries”</p>

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	library.	
<b>Day 4</b> <ol style="list-style-type: none"> <li>1. Presentation 1</li> <li>2. Presentation 2</li> <li>3. Wrap up discussions</li> <li>4. Model of a University library staff structure</li> <li>5. Elaborate staff's daily schedule</li> <li>6. Online quiz</li> </ol>	<p>Lecturer will have to explain the opportunities of time management in the library.</p> <p>To show the methods of managing staff. Participants will see and discuss the model of APA library staff structure. Group elaboration of staff's schedule. Group will take part in an online quiz.</p>	<p>Presentation "Time management: prioritizing for time and workload"</p> <p>Presentation "Managing staff and Library Staffing structures"</p>
<b>Day 5</b> <ol style="list-style-type: none"> <li>1. Presentation 1</li> <li>2. Discussion</li> <li>3. Homework assignment</li> <li>4. Presentation 2</li> <li>5. Group discussion</li> </ol>	<p>Teacher will consider views, goals, structure and means of communication. Teacher will explain the basic rules of effective communication. Participants will discuss active listening skills. Participants should prepare short presentations on any topic as homework. Teacher presentation on "The librarian's guide to developing presentations skills". Group discussion: what is a bad presentation? Overview of some models of good presentations.</p>	<p>Presentation "Communication and listening skills"</p> <p>Presentation "The librarian's guide to developing presentations skills"</p>
<b>Day 6</b>	Group will know about basic aspects of	Presentation "Decision making, problems

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<ol style="list-style-type: none"> <li>1. Presentation 1</li> <li>2. Discussion</li> <li>3. Presentation 2</li> <li>4. Debate</li> </ol>	<p>management decisions, types of decisions, conflict management. Participants will learn about professionalism, leadership skills. The group discussion will focus on the development of leadership skills among librarians. The next presentation will show main aspects of job interviewing skills, planning time, verbal and nonverbal communication. The debate affect basic questions of the interview.</p>	<p>solving and leadership skills for librarians”</p> <p>Presentation “Job interviewing skills for librarians”</p>
<p><b>Day 7</b></p> <ol style="list-style-type: none"> <li>1. Presentation “The evolution of libraries through ages”</li> <li>2. General discussion on role of libraries in the society, expectations and future development</li> <li>3. Test</li> </ol>	<p>Teacher will speak about theories and models of change. Students learn five key trends that will change our information environment. New trends in library are the modernization and computerization, the involvement of experts in the field of information and communication technology and computer technology. All group will participate in general discussion on role of libraries in the society, expectations and future development.</p>	<p>Presentation “Management of change in 21st century libraries”</p>

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	Participants respond to test questions.	
<p><b>Day 8</b></p> <ol style="list-style-type: none"> <li>1. Presentation on modern financial management</li> <li>2. Elaboration of a plan for acquisition of the necessary literature specific for APA</li> <li>3. Wrap up discussion</li> <li>4. Evaluation of the course</li> <li>5. Final test</li> </ol>	<p>Delegates should gain an overview on financial planning cycles, accounting basics, tendering process, budget reports. Participants will know more information about acquisition of library materials.</p> <p>Group elaboration of a plan for acquisition of the necessary literature.</p> <p>Wrap up discussion.</p> <p>All the participants will take part in evaluation of the course, identify its strengths and weaknesses.</p> <p>Passing the final test.</p>	Presentation “Modern Library Financial Management, Acquisitions and processing of library materials”
<b>LIST OF SUGGESTED LITERATURE</b>		
<ol style="list-style-type: none"> <li>1. <b>International library standards - IFLA, ISO, Library of Congress, NISO</b> <ul style="list-style-type: none"> <li>● Standards at the Library of Congress <a href="https://www.loc.gov/standards/">https://www.loc.gov/standards/</a></li> <li>● ALCTS Serials Standards Bibliography <a href="http://www.ala.org/alcts/resources/guides">http://www.ala.org/alcts/resources/guides</a></li> <li>● NISO Public ProjectView <a href="http://www.niso.org/apps/group_public/projects.php">http://www.niso.org/apps/group_public/projects.php</a></li> </ul> </li> </ol>		



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  - Mihaluță, Lina. Standardul SM ISO 2789:2015 Informare și documentare. Statistici internaționale de
  - Bibliotecă. [http://libruniv.usarb.md/bibliouniv\\_rev/articole/2015-1/standard\\_2789.pdf](http://libruniv.usarb.md/bibliouniv_rev/articole/2015-1/standard_2789.pdf)
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- <http://www.library.nuigalway.ie/media/jameshardimanlibrary/content/documents/usingthelibrary/2010%20plan%20digest.pdf>
  - UCD Library Strategic Plan 2010-2014 <http://www.ucd.ie/t4cms/Guide48.pdf>
  - Newcastle University Library Strategic Plan 2016/17 – 2020/21 <http://www.ncl.ac.uk/library/about/library-strategy/#2>
  - Strategic Planning for Law Firm Libraries
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  - Schulz, Lisa. Strategic Planning in a University Library
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  - Planificarea strategică în biblioteci. [http://www.scrigroup.com/term/planificarea-strategica-in-biblioteci\\_c-12.php](http://www.scrigroup.com/term/planificarea-strategica-in-biblioteci_c-12.php)
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  - Block, Ronald; McNeil, Julie P. Get to Yes: Branding Public Library Customer Service.
  - <http://publiclibrariesonline.org/2015/02/get-to-yes-branding-public-library-customer-service/>
  - Statement of excellence in customer service. <http://www.library.dmu.ac.uk/Images/customerExcellence.pdf>
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    - Serviciile electronice din bibliotecile universitare și susținerea studiului și cercetării. <http://eprints.rclis.org/3981/1/III-1.pdf>
    - Managementul resurselor electronice în bibliotecile din Moldova. [https://lib.ase.md/site/docs/publicatii/dezvoltarea\\_durabila.pdf](https://lib.ase.md/site/docs/publicatii/dezvoltarea_durabila.pdf)
- 4. **Time management: prioritizing for time and workload**
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  - <https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=6&cad=rja&uact=8&ved=0ahUKEwjNgrGE7eHPAhXD1hoKHfrODO4QFgg6MAU&url=http%3A%2F%2Ffoliozmoves.pbworks.com%2F%2Ftimeflies.ppt&usq=AFQjCNECEiJuZB8yQg5A03RCFJAHKtCpEg&bvm=bv.135974163,d.bGg>
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