



**FACULTY OF INFORMATION AND MEDIA STUDIES  
LIS 9650 - SPECIAL LIBRARIES  
SUMMER 2020 – Blended Format (Live virtual and OWL)**

<b>Instructor:</b>	Robert Craig
<b>Email:</b>	rcraig24@uwo.ca
<b>Classes:</b>	<p>Each week, content will be loaded onto OWL. It will be supplemented/supported by a 1-2 hour live virtual class. Class will be recorded for offline viewing for those unable to attend.</p> <p>In our first class, we will determine optimal times for the live virtual session.</p>
<b>Office Hours:</b>	By appointment. Students are encouraged to OWL Forums to ask questions as it relates to assignments. You can also reach me via email or the SharePoint Discussion board to ask questions (M-F) or make an appointment. Typically, I will be available for virtual office hours from 5:30-6:20 on Monday evenings.
<b>My commitment for support:</b>	<p>This term is unique. As you adjust to a new and different way of participating in your education – I am adjusting as well. I encourage you to reach out to both myself and your fellow students.</p> <p>I will also seek your feedback during the term for how things are working (or not working) – I encourage you to be generous in your feedback. I will do my best to reasonably adjust!</p>

**COURSE OBJECTIVES** To introduce students to the characteristics of special libraries and information services, focussing on information needs, collection development, services, planning, budgeting, marketing, and management principles. Students will examine the literature, design a specific library, present findings, and write a consulting report in order to gain a general knowledge and practise in the skills needed in planning and running special libraries and information centres.

## METHODS OF EVALUATION

To complete this course, you must attend all classes, read required readings, and do the following proposal and assignments:

Activity	% of final grade (if applicable)	Due Date
Initial Team Proposal	n/a	May 15 <sup>th</sup>
Information Needs Report	<b>20%</b>	May 27 <sup>th</sup>
Collections and Services Report -or- Budget and Staffing Report	<b>15%</b>	June 10 <sup>th</sup> -or- June 24 <sup>th</sup>
Space Planning Report	<b>20%</b>	July 15 <sup>th</sup>
Special Library Focus Presentation	<b>10%</b>	July 27 <sup>th</sup>
Final Consulting Report	<b>25%</b>	August 3 <sup>rd</sup>
Class preparation/OWL participation	<b>10%</b>	

**Class preparation/OWL participation**, participation in class discussions and OWL resources based on required weekly readings, reporting on group discussions regarding library being designed, participation in exercises and other course activities.

### About online conversations

- **The goal of online conversations in the course: Advance the discussion.** Your participation grade is not based on the number of times you post, or the number of words you post, but on how you advance the discussion.
- **Quality of thought is more important than the polish of your words** – I would rather hear what your thoughts versus being concerned on how polished the comment appears. Your reply should not be an essay. A brief response can advance the conversation and stimulate thought.
- **Listening/watching the conversation is valuable** – do not feel obliged to respond to every conversation. Like everyone in the group, you are learning, you are growing – you are not expected to be an expert.
- **Talk to each other – we learn from each other.** I will do my best to stimulate conversation – I encourage you to do the same. I will not respond to every comment made, nor do I expect you to respond to my comments. Feel free to ask your own questions and respond to your online colleagues. Advance the conversation.

## **COURSE MATERIALS**

There is no text for the course. In preparing assignments, students are expected to read widely in the literature.

## **LATE PAPERS**

Grades shall be reduced for late papers at the rate of 5% per day for the first two days, and 2% per day thereafter, including weekends. Papers more than one week late will not be accepted.

## **STATEMENT ON ACADEMIC OFFENCES**

Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence, at the following Web site:

[http://www.uwo.ca/univsec/pdf/academic\\_policies/appeals/scholastic\\_discipline\\_grad.pdf](http://www.uwo.ca/univsec/pdf/academic_policies/appeals/scholastic_discipline_grad.pdf)

See also the [statement on plagiarism](#) in the MLIS Student Handbook:

[http://intranet.fims.uwo.ca/graduate/policiesprocedures/academic\\_offences.html](http://intranet.fims.uwo.ca/graduate/policiesprocedures/academic_offences.html)

## **MLIS GRADE GUIDELINES**

The MLIS Student Handbook contains information on the criteria used to grade assignments.

## **SUPPORT SERVICES**

Students who are in emotional/mental distress should refer to Mental Health@Western <http://www.uwo.ca/uwocom/mentalhealth/> for a complete list of options about how to obtain help.

## COURSE SCHEDULE

<b>Week of May 4<sup>th</sup> (2 hours live virtual lecture)</b>	
<b>Content</b>	<ul style="list-style-type: none"> <li>• Administrivia and decisions</li> <li>• Introduction to special libraries and information centres: history of special libraries, role of associations.</li> <li>• Competencies for special librarians</li> <li>• Types of special libraries</li> <li>• Discussion of initial ideas re: model libraries</li> </ul>
<b>Introductory Readings</b>	<p>Fidler, Devin. (2012). Understanding work skills for the decade ahead. <i>Information Outlook</i> 16, (4) (Jul): 10-12.</p> <p>Everhart, Deborah, P.H.D. (2017). Communicating competencies for information professionals. <i>Information Outlook (Online)</i> 21, (6) (Nov): 8-11  <a href="#">[Direct Link]</a></p>

<b>Week of May 11<sup>th</sup> (1.5 hours of OWL activity, readings / 1.5 live virtual lecture)</b>	
<b>Content</b>	<ul style="list-style-type: none"> <li>• Role of special libraries within the larger organization</li> <li>• Organizational structures</li> <li>• Identifying missions and goals</li> <li>• Selecting the model library: discussion, feedback, questions, team assignments</li> </ul>
<b>Readings:</b>	<p>Buchanan, Leigh. (1999). The Smartest Little Company in America. <i>Inc</i> (January): 43-54. <a href="#">[Direct Link]</a></p> <p>Kotula, Heather, M.B.A. (2018). Incorporating metrics into your mission. <i>Information Outlook (Online)</i> 22, (5) (Sep): 11-12. <a href="#">[Direct Link]</a></p> <p>Everhart, Deborah, P.H.D. (2017). Communicating competencies for information professionals. <i>Information Outlook (Online)</i> 21, (6) (Nov): 8-11  <a href="#">[Direct Link]</a></p> <p><u>Optional:</u>            Special Libraries Association. (2016). Competencies for Information Professionals. Executive Summary. URL: <a href="http://www.sla.org/about-sla/competencies/">http://www.sla.org/about-sla/competencies/</a></p> <p>Rothman, Sherri. (2008). How Effective Information Services Can Contribute to the Bottom Line. <i>The Conference Board</i>. <a href="#">[Direct Link]</a></p>
<b>Due:</b>	<b>Submit final team proposal for library to be designed by 4:00 p.m. May 15<sup>th</sup> (via email)</b>

<b>Week of May 18<sup>th</sup> (Self-directed activity on OWL)</b>	
<b>Content</b>	<ul style="list-style-type: none"> <li>• Use and users of special libraries and information services</li> <li>• Determining information needs in the special libraries context</li> </ul>
<b>Readings:</b>	<p>Henczel, Susan. (2001). The Information Audit as a First Step Towards Effective Knowledge Management. <i>Information Outlook</i>, 5 (6), 49-62. [<a href="#">Direct Link</a>]</p> <p>Neidorf, R. (2015). Know your users to make information visible. <i>Information Outlook</i>, 19(2), 9-11. [<a href="#">Direct Link</a>]</p> <p><u>Optional:</u> Sapa, R., Krakowska, M., &amp; Janiak, M. (2014). Information seeking behaviour of mathematicians: Scientists and students. <i>Information Research: An International Electronic Journal</i>, 19(4), 11. [<a href="#">Direct Link</a>]</p>

<b>Week of May 25<sup>th</sup> (1.5 hours of OWL activity, readings / 1.5 live virtual lecture)</b>	
<b>Content</b>	<ul style="list-style-type: none"> <li>• Collections and services</li> <li>• Collection development</li> <li>• Identifying library services</li> <li>• Organization of materials</li> </ul>
<b>Readings:</b>	<p>Conrad, S. (2012). Collection development and circulation policies in prison libraries: An exploratory survey of librarians in US correctional institutions. <i>Library Quarterly</i>, 82(4), 407-427. [<a href="#">Direct Link</a>]</p> <p>Vilches, Kate, M.L.I.S., and Cory Hutchinson. (2016). Tailoring information to specific objectives. <i>Information Outlook</i>, 20, (3) (May): 10-12, [<a href="#">Direct Link</a>]</p> <p><u>Optional:</u> Cunningham, Diane. (2003). Assessing and selecting journals for your library's core list. <i>Information Outlook</i> 7(11). [<a href="#">Direct Link</a>]</p>
<b>Assignment Due:</b>	<b>Information Needs Report Due by 6:30pm, May 27th</b>

<b>June 1<sup>st</sup> (1.5 hours of OWL activity, readings / 1.5 live virtual lecture)</b>	
<b>Content:</b>	<ul style="list-style-type: none"> <li>• Managing the special library               <ul style="list-style-type: none"> <li>○ Budgeting</li> <li>○ Staffing</li> </ul> </li> </ul>
<b>Readings:</b>	<p>EBSCO. (2019). Serials Price Projections for 2020. Available online at: <a href="https://www.ebscohost.com/promoMaterials/2020_EBSCO_Serials_Price_Projections.pdf">https://www.ebscohost.com/promoMaterials/2020_EBSCO_Serials_Price_Projections.pdf</a></p> <p>Warner, Alice Sizer. <i>Owning Your Numbers</i>. Washington: SLA. Read the following pages: 9-19, 43-50, 53-60, 63-68, 75-84 (in the print version) or A PDF Version of this article will be on the course website, read pages 6-34. <a href="#">[Direct Link]</a></p>

<b>June 8<sup>th</sup> (1.5 hours of OWL activity, readings / 1.5 live virtual lecture)</b>	
<b>Content:</b>	<ul style="list-style-type: none"> <li>• Planning and the special library               <ul style="list-style-type: none"> <li>○ Problem Solving and Decision Making</li> <li>○ Facilities and space planning</li> </ul> </li> </ul>
<b>Readings:</b>	<p>Franklin, Nicola, B.S.C., F.I.R.P. (2013). Strategic planning: Providing a benchmark. <i>Information Outlook (Online)</i>, 17(1), 10-12. <a href="#">[Direct Link]</a></p> <p>Dexter, N., Muellenbach, J., Lorbeer, E., Rand, D., Wilcox, M., &amp; Long, B. (2019). Building new twenty-first century medical school libraries from the ground up: challenges, experiences, and lessons learned. <i>Journal of the Medical Library Association</i>, 107(1), 6–15. <a href="#">[Direct Link]</a></p> <p>American Association of Law Libraries. (2011). Space Planning for Law Libraries. Available on OWL: <a href="#">[Direct Link]</a></p> <p><u>Optional:</u> Levine, Kendra, (2014). Envisioning a library for users. <i>Information Outlook</i> 18, (5) (Sep): 14-16 <a href="#">[Direct Link]</a></p>
<b>Assignment Due:</b>	<b>Collections and Services Report 6:30pm – June 10th</b>

<b>June 15<sup>th</sup> (1.5 hours of OWL activity, readings / 1.5 live virtual lecture)</b>	
<b>Content:</b>	<p>Managing our people:</p> <ul style="list-style-type: none"> <li>• Coaching</li> <li>• Development</li> <li>• Engagement</li> </ul>
<b>Readings:</b>	<p>Tara E. Murray (Column Editor) (2018) Hidden Leadership in Small Special Libraries, <i>Journal of Library Administration</i>, 58:2, 183-192. <a href="#">[Direct Link]</a></p> <p>Schachter, Debbie, M.L.S., M.B.A. (2013). Developing our next generation of leaders. <i>Information Outlook</i>, 17(6), 30-31. <a href="#">[Direct Link]</a></p>

<b>June 22<sup>nd</sup> (1.5 hours of OWL activity, readings / 1.5 live virtual lecture)</b>	
<b>Content</b>	<ul style="list-style-type: none"> <li>Ebooks and the Special Library</li> <li>Electronic &amp; Internet sources and services in the special library</li> <li>Vendor relationships</li> </ul>
<b>Readings:</b>	<p>Atacan, O. (2016). E-books in Canadian Law libraries. <i>Canadian Law Library Review</i>, 41(3), 12-16. <a href="#">[Direct Link]</a></p> <p>Aschenbach, Jamie Marie. (2017) "Negotiating your best journal deals yet: negotiations with vendors are for the entire life cycle, so they must include the level of support from the vendor, the content to be provided, and the quality of service." <i>Information Outlook</i>, July-Aug. 2017, p. 7+. <a href="#">[Direct Link]</a></p> <p><u>Optional:</u> Westfall, M., Clarke, J. (2013). Selecting a Vendor: The Request for Proposal (RFP) from Library and Vendor Perspectives. <i>The Serials Librarian</i> January 2013: 64 (1-4):188-195. <a href="#">[Direct Link]</a></p> <p>Brenneise, P., M.L.I.S. (2013). Practical E-book solutions for information professionals. <i>Information Outlook (Online)</i>, 17(5), 22-24. <a href="#">[Direct Link]</a></p>
<b>Assignment Due:</b>	<b>Budget and Staffing Report due 6:30pm June 24th</b>

No activity – June 29<sup>th</sup> (reading week)

<b>July 6<sup>th</sup> (2 hours of OWL activity, readings / 1 hour live virtual lecture)</b>	
<b>Content:</b>	<ul style="list-style-type: none"> <li>Public relations and marketing library and information services</li> <li>Intranets, Wikis, Blogs in the Special Library</li> </ul>
<b>Readings:</b>	<p>Dempsey, K. (2018). Five Tactics to Help You Communicate Your Mission. <i>Information Outlook</i>, 22(5). <a href="#">[Direct Link]</a></p> <p>Sarjeant-Jenkins, Rachel. (2012). Why market? reflections of an academic library administrator. <i>Library Leadership &amp; Management (Online)</i>. <a href="#">[Direct Link]</a></p> <p>Strand, Jill. (2012). Creating and Executing a Marketing Plan. <i>Information Outlook</i> 16(1) (Jan/Feb 2012): 28-29. <a href="#">[Direct Link]</a></p> <p><u>Optional:</u> Germano, M. (2010). Narrative-based library marketing: Selling your library's value during tough economic times. <i>The Bottom Line</i> 23(1): 5-17. <a href="#">[Direct Link]</a></p>

<b>July 13th</b>	
<b>Special Class Presentation</b>	<b>Perspectives on Special Librarianship – Guest speakers to talk about special librarianship (details to be confirmed)</b>
<b>Group Assignment Due:</b>	<b>Space Planning Report due 6:30pm – July 15th</b>

<b>July 20th</b>	
<b>Content:</b>	<ul style="list-style-type: none"> <li>• Small special libraries (Solo librarianship)</li> <li>• Evaluation of special libraries and services</li> </ul>
<b>Readings:</b>	<p>Fite, Elizabeth, et al. (2017). One person, multiple skills: Managing a solo library. <i>Information Outlook</i>, Mar.-Apr. 2017, p. 6 <a href="#">[Direct Link]</a></p> <p>Marshall, Joanne Gard. (2013). The value of library and information services in patient care: results of a multisite study. <i>Journal of the Medical Library Association</i> 101(1):38-46. Online at: <a href="http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3543128/">http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3543128/</a></p> <p><u>Optional:</u> Abram, S., M.L.S. (2014). Information professionals and scalability. <i>Information Outlook (Online)</i>, 18(2), 28-30. <a href="#">[Direct Link]</a></p>

<b>July 27th</b>	
<b>Content</b>	Student Special Library Presentations Q&A Final assignments
<b>Assignment Due:</b>	Special Library Presentation



<b>Week of August 3<sup>rd</sup> (2 hour live virtual lecture)</b>	
<b>Content</b>	<ul style="list-style-type: none"> <li>• Valuing special libraries and information centres               <ul style="list-style-type: none"> <li>○ The role of a special library in a down-turn economy</li> </ul> </li> <li>• Course Conclusion</li> </ul>
<b>Reading</b>	<p>Denning, S. (2015). "Do we need libraries?". Forbes. Available online at: <a href="http://www.forbes.com/sites/stevedenning/2015/04/28/do-we-need-libraries/">http://www.forbes.com/sites/stevedenning/2015/04/28/do-we-need-libraries/</a></p> <p>Murray, T. E. (2016). The forecast for special libraries. Journal of Library Administration, 56(2), 188-198. [<a href="#">Direct Link</a>]</p> <p>Van Boetzelaer, A. (2016). Understanding and supporting your organization's business drivers. Information Outlook, 20(6), p6 [<a href="#">Direct Link</a>]</p> <p><u>Optional:</u> Cottrell, T. (2012). "Three Phantom Budget Cuts and How to Avoid Them". <i>The Bottom Line: Managing Library Finances</i>. 25(1), 16-20 [<a href="#">Direct Link</a>]</p> <p>Strouse, Roger. (2003). Demonstrating Value and Return on Investment: The Ongoing Imperative. <i>Information Outlook</i> 7(3), 15-19. [<a href="#">Direct Link</a>]</p>
<b>Group Assignment Due</b>	<b>Final Consulting Report Due 6:30pm – August 3<sup>rd</sup></b>