

Effective Administrative Behaviour in Libraries

By

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Learning Objectives

- “ During this session, participants will be exposed to:
1. What constitutes effective library management
 2. Proper administrative behaviour in libraries, and
 3. The application of concepts of management in managing today's ICT libraries.

Learning Outcomes

- “ At the end of this session, participants will be able to:
1. Define what library management is
 2. Outline what constitutes effective administrative behaviour in libraries
 3. Relate effective administrative behaviour to library management
 4. Practice effective administrative behaviour in managing their libraries.

Topics

- “ What constitutes a Library
- “ Behaviour in organisations
- “ What is Library Management
- “ What Library Administration is
- “ Library Management System

The Library

” What is a Library?

. Response from audience

What is a Library?

- “ Collection of intellectual resources (knowledge)
 - . not limited by space
 - . not limited by content
 - . not limited by size
 - . accessible by all
 - “ access defined by:
 - . content
 - . need of individuals
 - . permissions

What is a Library?

- “ Where creators of knowledge interact with their creation for further knowledge creation.
 - . Implications:
 - “ Knowledge must be logically organised in order for systematic access to be made
 - “ Experts in the organisation of knowledge are necessary to do the organisation
 - . Experts interact with each other and knowledge creators and users to ensure adequate:
 - » representation
 - » documentation
 - » organisation
 - » retrieval, and
 - » appropriate dissemination of knowledge

What is a Library?

- “ A library is therefore a place (physical or virtual) where experts interact in order to produce, document, organise, and disseminate knowledge in the most accessible format with the least constraint to the user of knowledge.
- “ For knowledge to be adequately documented, organised, and appropriately disseminated, the experts need to intelligently interact with
 - . each other, and
 - . users (clients/patrons)
 - . the cumulation of this cycle of interaction is called ***behaviour***

Behaviour in organisations

” Behaviour can be defined as:

- . %The manner in which one behaves+
- . %The manner in which something functions or operates+
 - . <http://www.thefreedictionary.com/behavior>
- . %The manner of conducting oneself+
- . %Anything that an organism does involving action and response to stimulation+
- . %The response of an individual, group, or species to its environment+
 - . <http://www.m-w.com/dictionary/behavior>

Behaviour in organisations

“ Behaviour in organisations can therefore be defined as the manner in which individuals and groups behave in a work environment in order to meet the primary purpose of their organisation.

Behaviour in organisations

” In the Library

- . Behaviour will be defined as the way in which library staff interact with each other and with their clients in order to best meet the need of library patrons.
- . Total operations of the library is therefore critical in defining behaviour in the library.

Library operations

“ These are essentially:

- . administration
- . technical processes
- . circulation of materials (physical or virtual)

“ The effective binding of these various aspects together to achieve the library's goal is called effective library management

Library Management

“ Effective Library Management is the *identification* and appropriate *allocation* and *utilisation* of human and material resources to provide service that will meet the knowledge need of patrons in the most convenient way.

. In other words:

“ *bringing out the best from what is available to achieve the best efficiently and effectively.*

Library Management

- “ Identification of human resources:
 - . staff academic qualifications
 - . staff personal attributes
- “ Allocation of human resources
 - . Assigning tasks to individual staff with the overall goal of the library in mind, ***guided*** by staff academic qualifications and personal attributes

Library Management

- ” Material resources:
 - . Library budget
 - ” adequate allocation of resources
 - ” creativity in funds generation through
 - . grants/proposals writing
 - . friends of the library
 - . Library intellectual resources
 - ” collection development through
 - . library budgets
 - . benefactors
 - . donations
 - . free online resources defined by
 - . organisational nature
 - . Country/region of the world

Library Administration

“ Effective administration of the library requires certain skills:

- . technical knowledge of library processes

 - “ professional skills

- . good human behavioural attributes

 - “ public relations skills

 - “ interpersonal skills

 - “ Koganuramath, M. & Angadi, M. (2006). Interpersonal Skills for Effective Library Management.

 - [http://eprints.relis.org/archive/00001616/01/interpersonal-skills.August 23](http://eprints.relis.org/archive/00001616/01/interpersonal-skills.August%2023), 2006.

Library Administration

“ Professional skills:

- . sound work habits
- . professional knowledge
- . good listener
- . information technology for information storage and use
- . provides leadership
- . teamwork
- . negotiating, and
- . networking

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Library Administration

” Personal skills:

- . friendly
- . maintains enthusiasm
- . pleasing personality
- . helpful
- . patient
- . calm and polite under stress
- . accurate, quick and efficient
- . able to work alone or in a team
- . self-motivated
- . asks for help when needed

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Technical Processes

- “ Effective management of libraries begins by getting the right people to manage the following library technical processes:
- . acquisitions
 - . cataloguing
 - . Circulation > *the face of the library*
 - . bindery services
 - . serials processing and services
 - . reprography
 - . statistics

Circulation of Materials

- “ Circulation very critical in library management:
 - . interface between library and public
 - . appoint staff with best interpersonal and technical skills to administer
 - . In online interactions:
 - “ Each library staff should be taught netiquette
 - . This should not be taken for granted!

How about an Automated Library Management System?

- “ Library Management System (LMS) or Integrated Library System (ILS) is an electronic means of doing the library processes just outlined, and managing human and material resources online.
- “ Increasingly applied in managing libraries today
 - . in most cases, reduces redundancies
 - . makes access to library resources easier
 - . demands continuous interaction between library staff and patrons

Library Management System

“ Essential considerations:

- . cost
- . Z39.50 compliance
- . customization
- . vendor support
- . training
- . maintenance
- . server hosting:
 - “ on-site or off-site?
 - “ back-up system

Conclusion

“ Effective Administrative Behaviour in Library Management requires both a thorough knowledge of library technical processes and the possession of interactive personality attributes.

Thank You!



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