

Gower

Effective Library and Information Centre Management

Second Edition

Jo Bryson

Contents

<i>Figures</i>	vii
<i>Tables</i>	ix
<i>Preface</i>	xi
<i>Acknowledgements</i>	xix
PART 1 UNDERSTANDING THE ROLE OF MANAGER	1
1 Introduction to management	3
PART 2 UNDERSTANDING THE ENVIRONMENT	11
2 Strategic influences on information services	13
3 Strategies for understanding the environment	21
PART 3 MANAGING THE ENVIRONMENT THROUGH INTEGRATED PLANNING	37
4 Strategic planning	41
5 Human resource planning	53
6 Information planning	75
7 Technology planning	87
8 Financial planning and economic analysis	95
PART 4 CREATING THE CORPORATE ENVIRONMENT	113
9 Corporate culture	117
10 Politics	133
11 Policy-making	143
12 Creativity and intrapreneurship	151
13 Managing expertise	159
PART 5 GETTING THINGS DONE IN THE CORPORATE ENVIRONMENT	165
14 Leadership	169

15	Power, influence, authority and delegation	179
16	Decision-making	189
17	Networking	195
18	Group dynamics	199
19	Team-building	209
20	Motivation	215
21	Conflict management	229
22	Negotiation	241
23	Change management	249
PART 6 MANAGING AND COMMUNICATING INFORMATION IN THE CORPORATE ENVIRONMENT		
24	Personal communication	263
25	Internal communications	267
26	External communications	275
27	Managing corporate information	285
28	Managing the information life cycle	291
PART 7 MANAGING THE INDIVIDUAL		
29	Stress management	305
30	Career planning and personal development	311
PART 8 MANAGING RISK		
31	Return on investment	315
32	Security	323
33	Risk management and business continuity	333
PART 9 SERVICE DELIVERY		
34	Competitive strategies: strategic marketing	335
35	Quality control	341
36	Customer focus	349
37	Outsourcing service delivery	355
38	Performance measurement and evaluation	359
EPILOGUE		
39	The final strategy	377
<i>Index</i>		
		383
		391
		401
		411
		413
		423