LIBR 2495: Supervisory Skills

REQUIRED TEXTBOOKS: None. Readings will be posted in D2L.

COURSE DESCRIPTION:

Credits Assigned: 3
Prerequisites: None

This course provides students with an understanding of what it means to be a supervisor and prepares them to take on supervisory roles. Topics include problem solving, decision making, coaching, performance management, conflict resolution and effective communication in a library situation. Students develop supervisory skills through practice exercises and the use of case studies to identify and analyse problem situations, and to formulate solutions.

PURPOSE:

This course introduces the basic concepts and skills required for effective supervision of library staff for those who are new to the supervisory role.

LEARNING OUTCOMES:

At the end of the course, the student will be able to demonstrate knowledge of the role and skills required in supervising staff in a library environment. She/he will:

1. Understand the role of the supervisor in the organization.

2. Understand the role of the supervisor in managing staff.

3. Understand the variety of factors in the work environment that have an impact on the management of staff.

4. Apply the knowledge and skills required to plan, organize and manage staff.

5. Apply the knowledge and skills required to train and motivate staff.

6. Apply the knowledge and skills required to manage performance.

METHODOLOGY:

Online delivery of lecture material, videos, readings, class discussions, activities, guest presentations, class presentations of case studies.

SCHEDULE:

Week 1:   Introductions and Emotional Intelligence (DS/DM)

Week 2:   Introductions and fundamentals of supervision Organizing; Controlling (DM)

Week 3:   Communicating Effectively; Meetings; Delegation (DS)

Week 4:   Development Groups and Teams; Diversity in the Workplace; Conflict & Discipline (DM)

Week 5:   Planning and Goal Setting (DS)

Week 6:   Problem Analysis; Decision Making; Case Study #1 due (DM)

Week 7:   Motivation and Leadership (DS)

Week 8:   Training and Coaching; Performance Appraisals (DS/DM)

Week 9:   Change Management; Case Study #2 Work and Discussion (DS)

Week 10: Situational Supervision (DM)

Week 11: Recruitment & Interviewing (DS)

Week 12: Stepping Up to Supervision; Career Management (DM)

Week 13: Wrapup Case Studies Presented (DS/DM)

EVALUATION:

Class participation is an important component of this course. Students are expected to interact with each other and the instructors in online discussions.

Students must complete *all* assignments and tests to pass course. Note that marks will be deducted for assignments or other activities submitted late, unless prior arrangements have been made with the instructor.

Participation: 20 marks (individual)

Assignments:

  Case Study #1:   15 marks (group)
  Case Study #2:   15 marks (group)

  Reflections journal: 20 marks (individual)

Assessment:

  Quiz #1:   15 marks (individual)
  Quiz #2:   15 marks (individual)

Note: there will be no final exam in this course.

Library Technician Grading Scheme

GRADE   MARK
A+   96-100
A   91-95
A-   88-90
B+   84-87
B   80-83
B-   77-79
C+   71-76
C   65-70
C-   60-64
D   50-59
F   Below 50%