

A great read to help with your Case Assignment!

The Ritchy Poems: an Introduction to Remote Management Style by Avron Hoffman
Vancouver: Bulldust Books, 1987. Canlit pam 00531 Thomas Fisher Rare Book Library

An anthology of poetry by a Canadian poet, *The Ritchy Poems* is exactly what its title suggests – poetry on management styles and other workplace issues. Of course, a manager might not always want to take Hoffman’s suggestions, but the poet provides a tongue-in-cheek perspective on managers and helps to develop a humorous yet insightful look on information management. The postmodern, surrealist poetic style can definitely introduce an alternative view of the IN1230 material and its topics. More specifically, the anthology presents a different take on the techniques of supervision and delegation, which can help to spark students’ imagination for the case study assignment. The poems are easy to read and accompanied by interesting visuals. Students have a variety of verses and rhymes to be inspired by and develop an A+ paper.



The Best way to end the Course and Have Fun with Reading!

The Dilbert Future: Thriving on Stupidity in the Twenty-First Century by Scott Adams. New York, NY: HarperBusiness, 1997. PN6162 .A345

What is the perfect end to a comprehensive course, which can provide a good summary of important issues and supply a light and fast read? Satirical and brief sections infuse reading with (possibly much-needed) comic relief. *The Dilbert Future* brings to the fore social issues, relates some thoughts on the future of technology and workplace, and surveys a diverse array of subjects. In particular, this work attempts to predict future trends and issues using humor, satire, and light overtones. And yet, while infinitely entertaining and amusing, the book raises some themes that comprise the course content. From setting goals and objectives to leadership, from labour relations to planning, Dilbert’s critical and darkly humorous view of management and organizational structure will enhance a thought-provoking end to the course.

* All call numbers can be found in Robarts



**Reading Recommendations
for
INF 1230**

Featuring...

**William
Shakespeare
Italo Svevo
Dilbert
and much more!**

Read some great literature that will entertain and help you succeed in your class!

These recommendations are meant to broaden your understanding of management of information organizations and help you complete your case assignment and final exam.

Henry V by William Shakespeare. Cambridge, Cambridge University Press, 1968. PR2812 .A2 K44

Interestingly, there is a large and prolific body of literature that lends itself to presenting modern management lessons through the words of the great Bard. Many Shakespearean plays are particularly fruitful in teaching leadership skills. *Henry V* has been selected because this is the play that portrays an effective leader who manages a successful 'organization.' From the play, the reader learns that to become a great leader, one has to have not only an ability to process vast amounts of information from high-ranking officers, but also to remain sensitive to the duties and thoughts of his/her own employees. Communication and teamwork play important roles in the making of a great leader. So what is *Henry V* actually about? It tells the story of King Henry V of England, related to the events that preceded and followed the Battle of Agincourt during the Hundred Years War. More importantly, it is about a young prince developing leadership skills and bringing about the successful conquest of France.

Last Night at the Lobster by Stewart O'Nan New York : Viking, 2007. PS3565 .N316 L37

Stewart O'Nan spins a tale about the manager of a closing Red Lobster. Manager Manny DeLeon must convince his staff to successfully work their last shift during a pre-Christmas rush filled with disgruntled seniors, holiday office parties, and last-minute shoppers. While humorous in tone, the novel makes a serious claim to examining the success and failures of Manny's attempt to motivate his rebellious staff and himself. Motivation is a key issue in management, and the book provides a perfect case study to scrutinize the subject in detail. Every staff member emerges as an apt stereotypical example requiring creative and diverse motivational tactics. Just like his staff, Manny must also come to terms with his own personal problems, including his upcoming demotion to Assistant Manager at a new restaurant. An engrossing plot is guaranteed; the reader can easily identify with Manny and his personal and work-related problems and become informed about the day-to-day problems a manager may be confronted with.

The Law; or Still in Pursuit by C. Northcote Parkinson London: J. Murray, 1979. PN6231 .M2 P32

"Scourge of the civil service, derider of commercial doublethink, the deflator of managerial pomposity..." This work by a celebrated British author is about working in the civil service and the troubles of bureaucracy. *The Law* is a revised and republished copy of Parkinson's earlier famous *Parkinson's Law*, which appeared in 1957. Parkinson's famous quote, "work expands to fill the time available for its completion," should be recognizable to all civic-minded managers. This book provides a wonderful outline of how to manage an administration in a company or a government. What's the draw? This isn't a dry read, despite the subject matter, and the author backs up his arguments with real-life yet humorously related facts, all conveyed in a witty British style. A casual but serious lesson on spending public or company money. The book is a great overview of organizational management, and parallels can be drawn to all types of libraries and information organizations.

A Life by Italo Svevo. London: Secker & Warburg, 1980. PQ4841 .C5 V513

This is a psychological novel translated from the Italian language. Some critics consider the author, Svevo, an incarnation of Joyce's famous character Leopold Bloom. The novel follows the life of Alfonso Nitti, who leaves his Italian village to work for a bank. At his workplace, Alfonso feels trapped, and the novel focuses on his perception of the workplace and relationship with his coworkers and superiors, especially Alfonso's boss. Svevo presents an insightful view of the organizational structure, while subtly underlining the consequences of a lack of communication within the workplace. Employees' alienation, the workplace morale, and their effects on the overall work environment are part and parcel of this fascinating novel. All in all, Svevo's novel provides a great way to examine an organization and its members, as readers find themselves empathizing with the troubles and tribulations of Alfonso Nitti.

The New Woman as Librarian: The Career of Adelaide Hasse by Clare Beck Lanham, Md.: Scarecrow Press, 2006. 020.92 B393N Faculty of Information

Biography, anyone? The 'stereotypical librarian' Adelaide Hasse, was a quiet woman who tried to secure order and organization in the place where she spent most of her career: the New York Public Library. Who doesn't want to read about a real librarian and the trials she experienced on the job? This biography by Clare Beck supplies an interesting read in a narrative style. If known at all, Hasse is 'famous' for promoting the collection of government documents in libraries. Beck dedicates much time to discussing Hasse's ideas on library management issues: recruitment and training, education and the definition of professional expertise, quality services, surviving in a gender-dominated profession, and libraries as organizations.

The Rise of Silas Lapham by William D. Howells. Boston: Houghton Mifflin, 1957. PS2025 .R5

Written in 1885, *The Rise of Silas Lapham* follows the business adventures of a paint manufacturer in Boston, as he and his family attempt to become accepted by Boston's elite society. Despite the age of publication, this novel is interesting and valuable in the examination of Silas' leadership skills and his ability to navigate the work environment. Unexpected parallels can be drawn between Silas' experiences with his subordinates and the concerns of today's managers dealing with their staff. How does Silas manage manipulative employees and what leadership style does he develop? These are the themes mirrored in the INF1230 course material. What makes this novel such a fascinating and enthralling read and highlights its significance to the management of today is Silas' novel-long attempts to balance and reconcile his identity as a leader with his personal identity as a man, father, and husband. Like today's managers, Silas struggles to separate his work from his private life.

Supermarket by Satoshi Azuchi. New York: Thomas Dunne Books, 2009. PL845 .R246 S561

One of the more well-known and translated Japanese business novels, *Supermarket* follows Kojima Ryosuke, who quits his job as a successful banker to work in his cousin's supermarket chain. Concerns over theft, contaminated work areas, and negative departmental practices, as well as dealings with disgruntled employees who are unhappy with the change in leadership and management, pale in comparison with other issues Kojima has to tackle. One of them is solving a difficult conundrum that can impede the expansion of his cousin's supermarket chain. This novel directly applies to the second half of the INF1230 course topics, including managing conflict, workplace communication, and organizational structure and design. A significant portion of the novel addresses the issue of adapting to change and modifying workplace behavior and attitudes. While the novel is especially relevant to the course, it also provides an interesting look into post-World War II Japanese culture. Although readers are sure to benefit from the coverage of management issues, they will also enjoy a great entertaining read.

