

COURSE INFORMATION

INSC 550 – Management of Information Organizations

Spring 2021

Wednesday, 6:30pm – 9:10pm

ZOOM <https://tennessee.zoom.us/j/299312197>

- Tonyia J. Tidline, PhD
- ttidline@utk.edu
- Office Hours by request (telephone or Zoom)



SIS Office Information

- 450 Communications Bldg.
- 1345 Circle Park Drive
- Knoxville, TN 37996-0341
- SIS Office: 865.974.2148
- Fax (SIS): 865.974.4667

Welcome Statement

Class meets via Zoom on Wednesdays from 6:30pm until 9:10pm, Eastern Time. The session is available to join 30 minutes before class (you will need to unmute yourself before we begin). The Zoom meeting number is <https://tennessee.zoom.us/j/299312197>. The first day of regularly scheduled class is January 20, 2021; our last class day is April 28, 2021.

COURSE INFORMATION

Catalog Description

Supervisory, management and leadership concepts, strategies, and techniques applicable to information professionals working in libraries, archives, records management, and other information organizations.

Student Learning Outcomes

Students who complete this course will be capable of demonstrating awareness, knowledge, and/or understanding of

- essential functions of management and the work of information organization managers
- organizational culture; human interaction and decision-making concepts affecting work in information organizations
- planning and budgeting as techniques to achieve information organization goals
- information organization managerial literature and resources
- collaborative presentation of ideas for collegial engagement

- a personal vision of professional development as a manager in an information organization

Course Design

The course adopts an active learning approach, with a mixture of lecture and student participation. Students are expected to complete all required readings, attend all class lectures and participate in in-class activities, including teacher-led or student-led discussions, small-group and individual activities. Weekly objectives and readings are listed in a separate document – the **Course Outline** – that provides the course schedule. This document is available in our Canvas class site under **Course Materials**.

Texts

Required

Evans, G. E., & Greenwell, S. (2020). Management basics for information professionals (4th edition). Chicago: ALA Neal-Schuman. (Evans & Greenwell in the Course Outline document)

Additional **required readings or resources** are listed in the **Course Outline** and should be accessible through the open Web, the University of Tennessee Libraries, or through our Canvas course site. If you have any challenges accessing these readings, please let me know as soon as possible. It is assumed, however, before contacting me, that: (1) you have already contacted a library staff member if you have an issue with accessing a resource listed in the library catalog or contained within a library-licensed database, and (2) you have looked at the appropriate **Readings Folder** on the class Canvas site to see what is provided there. For further edification, there is also the Library Resources for Graduate Students webpage: <https://libguides.utk.edu/?b=s>.

Recommended

An APA style guide (7th Edition) and handbook of your choice. You may also find it helpful to consult the Purdue Online Writing Lab site <https://owl.purdue.edu/index.html>.

Lord, G. D., & Markert, K. (2017). The Manual of Strategic Planning for Cultural Organizations: A Guide for Museums, Performing Arts, Science Centers, Public Gardens, Heritage Sites, Libraries, Archives and Zoos. Lanham, Maryland: Rowman & Littlefield.

Finally, **resources** like lecture slides or handouts will be made available in our class Canvas site. Slides may not be available until after class, but any handouts you will require for a class session will be distributed before or during class.

Email

I am required to communicate with you through your UTK email address. If you prefer to use another address, consult the [OIT Helpdesk](#) to obtain directions for forwarding your UTK mail to your preferred address if you don't wish to check both accounts.

Instructor Availability

I am available by email, and you may text or telephone me at 205.344.1992 if an emergency arises. I encourage you to set an office hour meeting with me at your convenience. We can have a phone call or meet in Zoom.

COMPUTING REQUIREMENTS AND RESOURCES**Requirements**

You must have adequate computing skills, including but not limited to use of word processing, Web browsers, e-mail, listservs, Canvas, and Zoom software. You must learn how to submit your assignments using Canvas. The [Office of Information Technology \(OIT\)](#) provides training classes in using varied technologies for students at no charge (advance registration is required).

You must obtain a UT email account and subscribe to the SIS student listserv to insure you're made aware of course-related information. In addition, you must have the PowerPoint Reader or the regular PowerPoint software installed on your computer in order to download the lecture notes from Canvas.

Technical Support

Please review the SIS Technology Introduction website for help getting started with the tools you'll need in the program: <https://sis.utk.edu/techintro/>
For assistance with technical and computing issues, contact the OIT HelpDesk by phone at (865) 974-9900, using the [Contact Form](#), or at the [Walk-in HelpDesk](#).

Course Resources

Please Resources listed on our Canvas course site – they will assist you in being successful with assignments and with being successful in this class.

COURSE ATTENDANCE AND PARTICIPATION POLICIES**Learner Expectations**

I will make every effort to return graded assignments within a week to ten days, though this is not a guarantee. I will notify you if I am not able to evaluate your work in a timely manner. Please reach out to me whenever you would like feedback about your progress, and I hope you will schedule a virtual office hour to review, ask questions, or chat.

I will respond to email no later than 48 business hours or to a text no later than 24 business hours, with the exception of unforeseen circumstances. If you text, please identify yourself

by name and refer to our INSC 550. I am also available to talk, but please text first or if you leave a voicemail.

Instructor Expectations

It is expected that you will check your UTK email account and the class site to be aware of any updates concerning our class.

You will avail yourself of any services and processes needed to be successful in this class (please see information about Disabilities that may Impede Learning below).

Assigned reading should be completed in time for corresponding class sessions. You are expected to be on time for class and to have your space and connections ready so that you may respond and fully participate. You are expected to have prepared the assigned reading and to be ready to join in class discussions in accordance with the **Participation** guidelines found in our class Canvas site. You may be assigned to break into groups to reflect and analyze together and return to class and share your thoughts. Therefore, you are expected to be ready to respectively collaborate with classmates during class sessions when given the opportunity to do so.

Participation

You are expected to attend each lecture and to **actively** participate in class discussions. As indicated in the **Assignments, Assessments, and Evaluations** area of this syllabus, Class Participation is part of your grade.

Attendance

- Class attendance is EXPECTED. Contact me ASAP if you have to miss a class. Participation is an explicit element of course evaluation, so missing class may affect your total point score.
- Not attending class on a date an assignment is due does not excuse you from submitting any assignments or exercises due on that date.
- If you miss a class you are expected to review any materials posted to the class session folder on Canvas and view the recorded class session, and be sure to contact me to receive additional guidance if you have questions.
- Examples of acceptable reasons for absence from class include: (1) illness; (2) serious family emergencies; (3) special curricular activities or job requirements; 4) participation in official university activities such as music performances, athletic competitions or debates; (5) military obligations, (6) religious holidays; and (7) obligations for court imposed legal obligations (i.e., jury duty, subpoena).
- Even if you must miss class for an acceptable reason, remember to contact me as soon as reasonably possible.
- If I have to cancel a class meeting, I will make every effort to do so in advance. Look for e-mail announcements sent by me or a Graduate Teaching Assistant via Canvas
- The School has explicit class cancellation policies (<http://www.sis.utk.edu/courses/guidelines>). Be aware, particularly in regard to

inclement weather: if UT cancels classes, SIS will cancel classes as well. UT generally cancels classes due to bad weather; this impacts students, faculty and DE support.

- If a class is delayed because of weather or software issues, students will not be expected to wait more than 60 minutes. So, if the class has not started after 60 minutes from the class start time (6:30 pm Eastern time), the class is automatically canceled and the students should not be expected to join class after 60 minutes. After 60 minutes, instructors should send out an email to students informing them that the class is canceled.
- If a class is cancelled due to any of the above-mentioned reasons, I will make content available by asynchronous means, whether as a recording or exercises that we would have taken up in class. Cancellation of class should not mean a smaller number of classes will be taught in the semester.

Inclement Weather

“The chancellor (or appointed representative) may officially close or suspend selected activities of the university because of extreme weather conditions. When a decision to close is made, information is distributed to the campus community, shared with local media, and posted on the front page at <http://utk.edu>. SIS will cancel classes when UT is closed. Please check the SIS student listserv (UTKSIS-L@LISTSERV.UTK.EDU) for messages about closing.

ADDITIONAL POLICIES AND POINTS OF INFORMATION

Disabilities that may Impede Learning

Any student who feels s/he may need an accommodation based on the impact of a disability should contact [Student Disability Services](#) in 2227 Dunford Hall at 865-974-6087, or by video relay at 865-622-6566 to coordinate reasonable academic accommodations.

Civility

Civility is genuine respect and regard for others: politeness, consideration, tact, good manners, graciousness, cordiality, affability, amiability and courteousness. Civility enhances academic freedom and integrity, and is a prerequisite to the free exchange of ideas and knowledge in the learning community. Our community consists of students, faculty, staff, alumni, and campus visitors. Community members affect each other’s well-being and have a shared interest in creating and sustaining an environment where all community members and their points of view are valued and respected. Affirming the value of each member of the university community, the campus asks that all its members adhere to the principles of civility and community adopted by the campus: <http://civility.utk.edu/>.

CCI Diversity Statement

The College of Communication and Information recognizes that a college diverse in its people, curricula, scholarship, research, and creative activities expands opportunities for intellectual inquiry and engagement, helps students develop critical thinking skills, and prepares students for social and civic responsibilities. All members of the College benefit from diversity and the quality of learning, research, scholarship and creative activities is enhanced by a climate of inclusion, understanding and appreciation of differences and the

full range of human experience. As a result, the College is committed to diversity and equal opportunity and it recognizes that it must represent the diversity inherent in American society. The College is acutely aware that diversity and fairness are foundations that unite the College's faculty, staff, students, and the larger communication and information community.

Instructor Status as a Title IX Mandatory Reporter

University of Tennessee faculty are committed to supporting our students and upholding gender equity laws as outlined by Title IX. Please be aware that if you choose to confide in a faculty member regarding an issue of sexual misconduct, dating violence, or stalking, we are obligated to inform the University's Title IX Coordinator, who can assist you in connecting with all possible resources both on- and off-campus. If you would like to speak with someone confidentially, the Student Counseling Center (865-974-2196) and the Student Health Center (865-974-3135) are both confidential resources. For additional resources and information, visit titleix.utk.edu.

ASSIGNMENTS, ASSESSMENTS, AND EVALUATIONS

Academic Integrity

Students should be familiar and maintain their *Academic Integrity* described in <https://hilltopics.utk.edu/academics/>, p. 15 as: "*Study, preparation and presentation should involve at all times the student's own work, unless it has been clearly specified that work is to be a team effort. Academic honesty requires that the student present his or her own work in all academic projects, including tests, papers, homework, and class presentation. When incorporating the work of other scholars and writers into a project, the student must accurately cite the source of that work.*"

Students should abide by the **Honor Statement** (<https://hilltopics.utk.edu/student-code-of-conduct/> Section X. Honor Statement)

"As a student of the University, I pledge that I will neither knowingly give nor receive any inappropriate assistance in academic work, thus affirming my own personal commitment to honor and integrity."

Plagiarism

Statement about plagiarism and penalties, e.g.,

Plagiarism in any of its several forms is intolerable, and attention to matters of documentation in all written work is expected and required. Inadvertence, alleged lack of understanding, or avowed ignorance of the various types of plagiarism are not acceptable excuses.

Specific examples of plagiarism are:

1. Copying without proper documentation (quotation marks and a citation) written or spoken words, phrases, or sentences from any source;
2. Summarizing without proper documentation (usually a citation) ideas from another source (unless such information is recognized as common knowledge);

3. Borrowing facts, statistics, graphs, pictorial representations, or phrases without acknowledging the source (unless such information is recognized as common knowledge);
4. Collaborating on a graded assignment without the instructor's approval;
5. Submitting work, either in whole or in part, created by a professional service and used without attribution (e.g., paper, speech, bibliography, or photograph).

Students who may be unsure of the nature of plagiarism should consult the instructor or a guide for writing research reports. (Additional resources are available at <http://www.lib.utk.edu/instruction/plagiarism>.)

Infractions of academic integrity are penalized according to the severity of the infraction but may include a course grade of "F."

Assignments and Grading

- Whenever you use the words or ideas of others, these should be properly quoted and cited. For in-text citations and reference lists for your written work, you are expected to use the style conventions of the Publication Manual of the American Psychological Association (APA), 7th Edition.
- When contemplating and citing information science theory and practice, please use our scholarly and professional literature instead of generic resources whenever possible. Cite Wikipedia *only in concert with other*, scholarly or credible sources. For general terminology, consult the Online Dictionary of Library and Information Science.
- Please note students must first discuss dissatisfaction with a grade with instructors as a first recourse, so reach out to me with questions or concerns. If you remain dissatisfied, then you may refer to the Grade Appeal Procedures. (For more academic policies and procedures, including Grade Appeal Procedures, see: the SIS Student Handbook and/or Graduate School Catalog).

Preparation of Written Work

Please see individual assignment descriptions for specific formatting requirements and evaluation rubrics, but as a general note, written assignments should conform to APA citation and structural guidelines, unless otherwise specified AND should be turned in to the Assignments area of Canvas as an **MSWord** document, unless otherwise specified.

Due Dates and Late Assignments

Assignments must be submitted Assignments area of Canvas as an **MSWord** document to the "Assignments" area of our course class Canvas site, unless otherwise specified. Assignments are due at 11:59 p.m. Eastern time on the required date. I will download submissions from Canvas early the next morning. I will **ONLY** download assignments from Canvas **ONCE**. Therefore, if your assignment is not submitted by the deadline, it will be considered late unless you have notified me of extenuating circumstances.

If you will be late submitting an assignment, it is your responsibility to contact me ASAP in advance of the date the assignment is due unless prevented by an emergency. While you may have permission to submit a late assignment if an emergency occurs, you may not be eligible for the full range of points

Please send me an email informing me that your assignment will be late. Not doing so will result in a one-point deduction for each day (24-hour hour period) I don't hear from you. When your late assignment is ready, please email it to me as an **MSWord attachment**; do not use Canvas.

Incompletes

Based on adopted University of Tennessee-Knoxville and SIS policy, a grade of *I* (Incomplete) is reserved for emergencies that prevent the student from completing the course on time. Incompletes are granted only under "the most unusual of circumstances" and solely at the discretion of the instructor. Plan your semester's course of study carefully to insure sufficient time to complete the required work.

For students who simply "disappear" without contacting the instructor and without completing the required form, an "F" is submitted.

Evaluation

Semester grades will be assigned according to the following scale:

A	93≤	(4 quality points per semester hour) superior performance.
A-	90-92.99	(3.7 quality points per semester credit hour) intermediate grade performance.
B+	88-89.99	(3.5 quality points per semester hour) better than satisfactory performance.
B	83-87.99	(3 quality points per semester hour) satisfactory performance.
B-	80-82.99	(2.7 quality points per semester credit hour) intermediate grade performance.
C+	78-79.99	(2.5 quality points per semester hour) less than satisfactory performance.
C	70-77.99	(2 quality points per semester hour) performance well below the standard expected of graduate students.
D	60-69.99	(1 quality point per semester hour) clearly unsatisfactory performance and cannot be used to satisfy degree requirements.
F	59.99≥	(no quality points) extremely unsatisfactory performance and cannot be used to satisfy degree requirements.
I		(no quality points) a temporary grade indicating that the student has performed satisfactorily in the course but, due to unforeseen circumstances, has been unable to finish all requirements. An I is not given to enable a student to do additional work to raise a deficient grade. The instructor, in consultation with the student, decides the terms for the removal of the I, including the time limit for removal. If the I is not removed within one calendar year, the grade will be changed to an F. The course will not be counted in the cumulative grade point average until a final grade is assigned. No student may graduate with an I on the record.
S/NC		(carries credit hours, but no quality points) S is equivalent to a grade of B or better, and NC means no credit earned. A grade of Satisfactory/No Credit is allowed only where indicated in the course description in the <i>Graduate Catalog</i> . The number of Satisfactory/No Credit courses in a student's program is limited to one-fourth of the total credit hours required.
P/NP		(carries credit hours, but no quality points) P indicates progress toward completion of a thesis or dissertation. NP indicates no progress or inadequate progress.
W		(carries no credit hours or quality points) indicates that the student officially withdrew from the course.

Course Evaluation

You will be invited to evaluate the course at the end of the term. Please participate in this valuable process. I also invite your comments throughout the course and read all comments, suggestions, and recommendations.

MSIS Program Outcomes

It is our vision to provide a quality educational program, and for students to have the very best educational experience possible. By the end of their time in the MSIS program, each student should be able to:

1. Describe and discuss the processes of creation, organization, distribution, storage, access, retrieval, management, use, and preservation of information.
2. Describe and discuss the nature of leadership and management in the information professions and the importance of participation in the global information society.
3. Apply the general principles, values, and ethical standards of providing information services in a variety of settings and for diverse populations.
4. Comply with the changing responsibilities of the information professional in a culturally diverse and networked global society.
5. Identify critical professional issues in a variety of organizational, cultural, societal, disciplinary, transdisciplinary, and historical contexts.
6. Analyze and apply standards or policies related to the processes of creation, organization, distribution, storage, access, retrieval, management, use or preservation of information.
7. Explain the changing nature of information, information needs, and information behavior.
8. Assess and implement information technologies, systems, sources, and services that serve users effectively and efficiently.
9. Analyze research and apply it to information practice.

Assignments: Descriptions, Due Dates, and Program Outcomes for SLC

This table identifies the MSIS Program Outcome(s) addressed in course assignment(s):

Assignment	MSIS Program Outcome
"Management and Me" exercise	2, 5
Budget Comparison	5, 6
Group Class Facilitation	2, 4, 7, 8, 9
Participation	2, 4, 6, 9
"Management and Me" Final Exam Exercise	2, 3, 8, 9

This table provides a brief summary of assignment names, due dates, and grade distribution. Assignment descriptions appear in our Canvas website.

Assignment	Value	Due Date
"Management and Me" exercise	15 pts	2/17
Budget Comparison	30 pts	3/24
Group Class Facilitation	30 pts	varies
Participation	15 pts	4/28 (ongoing)
"Management and Me" Final Exam Exercise	10 pts	4/28
TOTAL	100 pts	

DISCLAIMER

Please be aware revisions may be made to this syllabus over the course of the semester, and as such, the content contained within may be subject to change.