INSC 550 Management of Information Organizations, Summer 2020
University of Tennessee, Knoxville
Class Meetings: Monday, 6:30 – 9:10 pm ET
https://tennessee.zoom.us/j/93903483864

Faculty Contact Information
- Meredith P. Goins, MSIS
- Mgoins2@utk.edu
- 1345 Circle Park Drive, Suite 451, Communications Building
- 865.368.7980
- Office Hours: By appointment. Email me at mgoins2@utk.edu to schedule a telephone call or virtual meeting.

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
I look forward to spending Monday evenings with you this summer!

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

Additional Information
In addition to exploring management and leadership theories in libraries and information organizations, this course will equip students to move theory into practice. The course content and deliverables grounded in project management, organizational behavior, motivation, diversity and change management will help students succeed in a range of information organizations.

Student Learning Outcomes
Students who complete this course will be capable of demonstrating awareness, knowledge, and/or understanding of management and leadership theory and related concerns in information organizations.
• Understand: Describe and discuss the nature of leadership and management in the information professions and the importance of participation in the global information society.
• Identify: Identify critical professional issues in a variety of organizational and societal contexts.
• Critically evaluate: Professional and peer-reviewed management literature; evaluation of leadership styles, project management

Course Design
This course is delivered synchronously via ZOOM. Course content will incorporate lecture, guest speaker, short article response papers, a hands-on group project, and a final reflection report.

Required Texts


Recommended Texts
Please use the APA style guide.

COMMUNICATION

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
Please feel free to email me with updates, questions, or concerns. I will typically respond within 48 hours. I will notify you if I will be out of town and if connection issues may delay a response. To ensure a prompt response to your email, please start your subject line with INSC 550. All assignments should be submitted via Canvas.

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/](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**
All of the required resources such as lecture slides, readings and course deliverables will be made available on the course Canvas Site.

I also strongly encourage you to utilize your access to LinkedIn Learning to assist with exploring project management and budgeting lessons. Specific lessons will be suggested throughout the course. Start at: [https://oit.utk.edu/training/online-training/lil/](https://oit.utk.edu/training/online-training/lil/)

### COURSE ATTENDANCE AND PARTICIPATION POLICIES

**Learner Expectations**
- Be prepared for class
- Be respectful of others
- Actively contribute to the learning activities in class
- Abide by the UT Honor Code

**Instructor Expectations**
- Be prepared for all classes
- Evaluate all fairly and equitably
- Be respectful of all students
- Create and facilitate meaningful learning activities
- Behave according to University codes of conduct.

**Attendance and Participation**
It is assumed that each student be present and speak in class. Missing more classes or failing to participate will lower your grade; frequent participation will increase your grade.
Regular attendance is required and necessary. A substantial portion of your grade will be based on in-class participation.

That being said, life happens. Contact me as soon as possible if you cannot attend class. If you will be absent from class, you must:
- Inform me in advance or as soon as possible after class
- Submit any work due from the missed class period
- Listen to class recording
- Obtain notes, handouts, slides, etc. from Canvas
- Check with classmates for notes, announcements, etc.

Acceptable reasons for absence from class includes:
- Illness
- Serious family emergencies,
- Special curricular or job requirements (e.g. judging trips, field trips, professional conferences),
- Military obligation,
- Severe weather conditions,
- Religious holidays
- Participation in official university activities such as music performances, athletic competition, or debate
- Obligations for court imposed legal obligations (i.e. jury duty, subpoena)

Missing more than one class meeting for reasons other than those listed above will have a negative impact on your course participation grade.

**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](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/](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
Student work is assigned a grade based on quality of thought and writing style, thoroughness of research and of references, appropriateness of length and originality. Only exceptional work will receive an “A” grade. Papers that are received after the due date will be assigned a lower grade than would otherwise be received. All sources must be cited, quotations must be in quotation marks and attributed correctly. Not doing so constitutes plagiarism.

Preparation of Written Work
- I prefer that you use APA documentation styles
- Meaningful graphics can tell a story as well. Consider incorporating them into your papers. See: http://www.storytellingwithdata.com/ for best practices.

Due Dates and Late Assignments
Assignments should be submitted to the “assignments” area of Canvas and are due (officially) at 11:59 pm EST on the due date listed on the syllabus. I will download the submissions from Canvas very early the next morning. I will ONLY download assignments from Canvas ONCE. Therefore, if your assignment is not ready by the deadline:
- You must 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 I do not hear from you.
- When it’s ready, you must submit it to me via email, as an attachment.

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.

**Assigning Grades**

Please note that I do not assign a letter grades for individual assignments but will mark your paper with my comments and provide a point score based on the possible points earned for that assignment. Your final grade will be based on total points earned/total possible points over the course of the semester.

**Evaluation**

Semester grades will be assigned according to the following scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93≤</td>
<td>(4 quality points per semester hour) superior performance.</td>
</tr>
<tr>
<td>A-</td>
<td>90-92.99</td>
<td>(3.7 quality points per semester credit hour) intermediate grade performance.</td>
</tr>
<tr>
<td>B+</td>
<td>88-89.99</td>
<td>(3.5 quality points per semester hour) better than satisfactory performance.</td>
</tr>
<tr>
<td>B</td>
<td>83-87.99</td>
<td>(3 quality points per semester hour) satisfactory performance.</td>
</tr>
<tr>
<td>B-</td>
<td>80-82.99</td>
<td>(2.7 quality points per semester credit hour) intermediate grade performance.</td>
</tr>
<tr>
<td>C+</td>
<td>78-79.99</td>
<td>(2.5 quality points per semester hour) less than satisfactory performance.</td>
</tr>
<tr>
<td>C</td>
<td>70-77.99</td>
<td>(2 quality points per semester hour) performance well below the standard expected of graduate students.</td>
</tr>
<tr>
<td>D</td>
<td>60-69.99</td>
<td>(1 quality point per semester hour) clearly unsatisfactory performance and cannot be used to satisfy degree requirements.</td>
</tr>
<tr>
<td>F</td>
<td>59.99≤</td>
<td>(no quality points) extremely unsatisfactory performance and cannot be used to satisfy degree requirements.</td>
</tr>
<tr>
<td>I</td>
<td>(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.</td>
<td></td>
</tr>
<tr>
<td>S/NC</td>
<td>(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 Graduate Catalog. The number of Satisfactory/No Credit courses in a student's program is limited to one-fourth of the total credit hours required.</td>
<td></td>
</tr>
<tr>
<td>P/NP</td>
<td>(carries credit hours, but no quality points) P indicates progress toward completion of a thesis or dissertation. NP indicates no progress or inadequate progress.</td>
<td></td>
</tr>
<tr>
<td>W</td>
<td>(carries no credit hours or quality points) indicates that the student officially withdrew from the course.</td>
<td></td>
</tr>
</tbody>
</table>

**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):

<table>
<thead>
<tr>
<th>Assignment</th>
<th>MSIS Program Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brief Papers</td>
<td>2</td>
</tr>
<tr>
<td>Leadership preferences paper</td>
<td>2, 9</td>
</tr>
<tr>
<td>Reflection Report</td>
<td>2</td>
</tr>
<tr>
<td>Group Project</td>
<td>2, 5, 9</td>
</tr>
</tbody>
</table>

This table provides a brief summary of assignment names, due dates, and grade distribution. A fuller description of each assignment follows the table.

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Value</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brief Papers (3*10%)</td>
<td>30%</td>
<td>June 29, July 6, July 20</td>
</tr>
<tr>
<td>Leadership Preferences</td>
<td>20%</td>
<td>June 22</td>
</tr>
<tr>
<td>Reflection Report</td>
<td>20%</td>
<td>July 27</td>
</tr>
<tr>
<td>Group Project</td>
<td>30%</td>
<td>June 15, Aug 3</td>
</tr>
<tr>
<td>Assignment</td>
<td>Value</td>
<td>Due Date</td>
</tr>
<tr>
<td>------------</td>
<td>-------</td>
<td>----------</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

**Brief papers – Due June 29, July 6, July 20**

These activities are to expand upon your understanding of the content covered. Using APA style, write 2-4 pages responding to two articles from class readings or from the supplementary readings list.

**Group Project**

Deliverables due as follows:

- 10% Group project proposal detailing which type of planning activity you will undergo and who is responsible for which part (~5 pages) **Due June 15**
- 15% Group project write up and documentation (budgets, charts, etc.) Include at least 4 cited sources. (~10 pages) **Due Aug 3**
- 5% Group project presentation August 3rd (or earlier if ready) No longer than 10-minute ppt presentation and discussion **Due Aug 3**

Groups of ~5 individuals will work together to either create a plan for a library or information center. Use your group as the basis for your audience. Make educated guesses for costs associated with budgeting. Make sure to incorporate how you would evaluate your plan. Understanding how to put the plan together is the key to this exercise, not the actual plan. Each group should consider one of the following types of plans or can present their own suggested plan:

- Management plan to submit with a grant or funding application
- Library management plan
- Collection development plan
- Crisis management plan/ emergency management plan
- Change management plan
- Marketing plan
- Project Management plan for a public library summer reading program
- Project management plan for an archival project
- Project management plan for 100th anniversary event

**Leadership preferences - Due June 22**

5-10 pages in length

Read the following articles and discuss your preferred leadership practices and theories. I incorporate a minimum of four citations of peer reviewed articles in addition to those listed below.

Reflection Report – Due July 27
5-10 pages, including letter to self
Reflect on what you have learned over the semester incorporating thoughts on:
- Has your opinion of leadership and management changed?
- What theories and principles resonate with you?
- Share positive and negative examples of management and leadership you have seen or experienced before and during this course
- What areas do you think you need to improve on to be an effective manager?
- What training opportunities do you need to consider?
- Do you still want/not want to be a manager?

Write a letter to your future self who is in a management role.

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.