

INSC 590-001, 002 DE, Problems in Information Science: Information Services in Global Contexts

Fall 2019 (Distance/Zoom)

The School of Information Sciences

The University of Tennessee

Tuesday 6:30-9:10 pm (Eastern)

ZOOM ID: <https://tennessee.zoom.us/j/7790085632>

Instructor: Sergio Chaparro MLS, Ph.D.

Office Hours: By Appointment via ZOOM

[*schaparr@utk.edu](mailto:schaparr@utk.edu) (best choice for contact)

COURSE DESCRIPTION

Globalized information networks, organizations, and resources--both print and electronic--have a long history of development and implementation, and a strong impact on scholarship, economies, and individuals. This class will explore various aspects of the history and development of the global information arena, and discuss the use of global information resources for decision-making in information organizations, such as libraries and information centers. The class will also explore global information access movements, such as Open Access, and the development of global knowledge, information policies, and scholarly communication. Finally, this class will consider professional development for SIS students interested in pursuing careers in international information environments.

Additional Information: This class adopts an active learning approach and aims to assist and mentor students in the development of individual or group projects that may turn into deliverables by the end of the semester.

STUDENT OUTCOMES:

At the end of this course, students will be able to:

1. Possess a general awareness and understanding of the global history of information development and librarianship
2. Critically understand the connection and dialogue among global economies, international development, information policies and information networks
3. Understand the impact and role of global information access movements such as Open Access and its future impact in a globalized world
4. Discuss the major traits and components of major scholarly communication networks and their relation with Librarianship and Information Sciences
5. Be familiar with the role and impact of global development, educational, and information agencies in the global information arena
6. Examine paths towards professional development in globalized information networks and international information cooperation projects and agencies
7. Apply the general principles, values, and ethical standards of providing information services in a variety of settings and for diverse populations.
8. Comply with the changing responsibilities of the information professional in a culturally diverse and networked global society.
9. Analyze research and apply it to information practice.

COURSE DESIGN

The course adopts an active learning approach. Students are required to complete all required readings, attend all class lectures, complete graded activities and assignments, and participate in all class activities, including teacher-led and student-led discussions, and small-group and individual activities. Basic readings are listed in the **Course Outline** section of this syllabus. Additional readings will be provided after each session and posted on Canvas.

REQUIRED TEXTS:

No text is required

RECOMMENDED TEXT:

Style handbook of your choice (APA or Chicago Manual of Style). It is recommended that you inform the instructor if you are choosing a style different from APA.

COMMUNICATION

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.

COMPUTING 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. 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.

CLASS ATTENDANCE POLICY

It is assumed that each student be present and speak in class -- the equivalent of a "B" grade for "participation." Missing more classes or failing to participate will lower your grade; frequent participation will raise the grade.

Regular attendance is required and necessary. A substantial portion of your grade will be based on in-class work and participation. Unexplained absences will affect your grade. 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, etc. from Canvas
- Check with classmates for notes, announcements, etc.

Acceptable reasons for absence from class include:

- 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>. (Hilltopics, p. 55)(<http://hilltopics.utk.edu/files/Hilltopics%202015-16.pdf>). SIS will cancel classes when UT is closed. Please check the SIS student listserv (UTKSIS-L@LISTSERV.UTK.EDU) for messages about closing.

***ACCOMMODATIONS FOR STUDENTS WITH DISABILITIES**

Students who may need course adaptations because of a disability are welcome to make an appointment to speak with me. Students with disabilities must register with the [Student Disability Services](#), 2227 Dunford Hall, Knoxville, TN 37996-4020, before accommodations can be made. If you require course accommodations but have not contacted Student Disability Services, please call (865) 974-6087 or email sds@utk.edu to inquire about the registration procedure.

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.

ACADEMIC INTEGRITY

Students should be familiar and maintain their *Academic Integrity* described in <http://hilltopics.utk.edu/files/Hilltopics%202015-16.pdf>, 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** described in the same Hilltopics, p. 73:

"An essential feature of The University of Tennessee is a commitment to maintaining an atmosphere of intellectual integrity and academic honesty. 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

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

- All sources must be cited, quotations must be formatted and attributed correctly. Not doing so constitutes plagiarism.
- Grades for assignment submissions that include incomplete in-text citations or reference lists will be lowered by one-half grade level (e.g., an assignment that would have received 17/20, or an 85/100: B, will be lowered to 16/20, 80/100: B-).
- All assignments must be word-processed and **include your name**, date, and class number (590).

DUE DATES AND LATE ASSIGNMENTS

Assignments should be submitted to instructor at schaparr@utk.edu (officially) at 11:59 p.m. EST on the due date listed on the syllabus. Additional instructions will be provided at the first session.

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 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. If you'd like to compute a letter grade based on the score provided, divide your score by the total points possible for the assignment and refer to the scale on **pp.** of the syllabus for the corresponding letter grade. For example, if you earned 23/25 points on an assignment, your percentage grade would be 92. Your final grade will be based on total points earned/total possible points over the course of the semester.

Class Participation

Class participation is a valued aspect of this course. Discussions about class-related materials and business, whether they take place in the class or outside of class (e.g., via the discussion board on Canvas), should be conducted in a respectful manner, in line with the University Civility Statement (see the Campus Syllabus on page 7). Specifically:

- Be considerate of your classmates by arriving to class *on time*.
- Be considerate of your classmates by participating fully in class-related activities.
- Be prepared for each class by completing the required readings or viewings, enabling you to ask questions and participate in discussions and activities.
- Be an active and positive participant in class discussions.

Class Attendance and Cancellation

- Class attendance is **EXPECTED**. **Contact me if you cannot attend class.** Not attending class on a date an assignment is due does not excuse you from submitting the assignment on time.
- If you miss a class, then you must review any materials posted to Canvas. You should also contact classmates or us to receive additional guidance on missed content.
- 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; 5) military obligation, 6) religious holidays; and 7) court imposed legal obligations (e.g., jury duty, subpoena).
- Even if it is an acceptable reason, remember to contact us as soon as reasonably possible.
- Should it be necessary for us to **cancel a class meeting**, every effort will be taken to do so in advance. Look for e-mail announcements sent by us 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 cancels class, including classes delivered over Zoom. UT generally cancels classes due to bad weather; this impacts students, faculty and DE support.
 - When a class is cancelled, we may record a makeup class that can be attended asynchronously via Zoom. Cancellation of class should not mean a smaller number of classes will be taught in the semester.

Other Policies

The policies listed above are not exhaustive. Specifically, in terms of conduct, both within and outside the classroom, students are encouraged to review any related academic policies and procedures as contained in the SIS Student Handbook and/or the Graduate School Catalog.

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.

ASSIGNMENTS: CONNECTIONS TO THE OUTCOMES, DESCRIPTION, AND DATES

Assignment	MSIS Program Outcome
Literature Exploration for the GIP 1	Analyze research and apply it to information practice. (9)
Literature Exploration for the GIP 2	Analyze research and apply it to information practice. (9)
GIP Report	Comply with the changing responsibilities of the information professional in a culturally diverse and networked global society.(4)

	Analyze research and apply it to information practice.(9)
GIP's Solution Proposal	Describe and discuss the nature of leadership and management in the information professions and the importance of participation in the global information society (2) Analyze research and apply it to information practice (9)
Lightning Talk Digital Presentation	Identify critical professional issues in a variety of organizational, cultural, societal, disciplinary, transdisciplinary, and historical contexts. (5)

Assignment	Value	Due Date
Introduction	5 points (5%)	09/3/2019
Literature Exploration for the GIP 1	20 points (20%)	09/17/2019
Literature Exploration for the GIP 2	20 points (20%)	10/08/2019
GIP Report	20 points (20%)	10/29/2019
GIP's Solution Proposal	25 points (25%)	11/26/2019
Lightning Talk Digital Presentation	10 points (10%)	12/04/2019
TOTAL	100	

Description of the assignments:

- (1) Introduction:** The Student will post on the 590 Canvas an introduction statement, explaining the motivations to take this class, the expectations, and the past and current professional academic experiences.
- (2) Literature Exploration for the GIP 1:** After discussing and refining with the instructor the potential topic, the student or cohort will prepare a complete literature exploration(review) of the most important research literature about the topic in order to frame, device, identify or uncover the Global information Problem (GIP). This literature exploration will examine sources inside the field of information sciences.
- (3) Literature Exploration for the GIP 2:** After discussing and refining with the instructor the potential topic, the student or cohort will prepare a complete literature exploration(review) of the most important research literature about the topic in order to frame, device, identify or uncover the Global information Problem (GIP). This literature exploration will examine sources outside the field of information sciences and will have a multidisciplinary approach.
- (4) Global information Problem (GIP) Report:** The student or cohort will prepare a report on the GIP explaining, discussing and reflecting on, among other things:
 - a. What is the GIP?
 - b. Why is this GIP relevant?
 - c. How is the literature connected to this GIP?
- (5) GIP's Solution Proposal:** This a very targeted report based on two issues
 - a. What is the solution(s) to this GIP?
 - b. What are the implications of this GIP for information professionals in the future, especially in the area of professional development, what kind of skills would be necessary to address this GIP?
- (6) Lightning Talk Digital Presentation:** This is a (2) two minutes maximum digital presentation that summarizes 2,3,4,5 in a colloquial and engaging way. *How would you explain this to a novice?* Is the theme underlying this digital Lightning-talk.

Notes:

1. All of these assignments will be discussed with the instructor
2. Class projects could be addressed individually or in group

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.

Campus Syllabus continues in the next page.



Dear Student,

The purpose of this **Campus Syllabus** is to provide you with important information that is common across courses at UT. Please observe the following policies and familiarize yourself with the university resources listed below. At UT, we are committed to providing you with a high-quality learning experience. I want to wish you the best for a successful and productive semester.

- Dr. David C. Manderscheid, Provost and Senior Vice Chancellor

UNIVERSITY CIVILITY STATEMENT -- <http://civility.utk.edu/>

“Civility is genuine respect and regard for others: politeness, consideration, tact, good manners, gracious-ness, cordiality, affability, amiability and courteous-ness. 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.”

EMERGENCY ALERT SYSTEM -- <http://safety.utk.edu/>

The University of Tennessee is committed to providing a safe environment to learn and work. When you are alerted to an emergency, please take appropriate action. Learn more about what to do in an emergency and sign up for [UT Alerts](#). Check the emergency posters near exits and elevators for building specific information. In the event of an emergency, the course schedule and assignments may be subject to change. If changes to graded activities are required, reasonable adjustments will be made, and you will be responsible for meeting revised deadlines.

ACADEMIC INTEGRITY

Each student is responsible for his/her personal integrity in academic life and for adhering to UT’s Honor Statement. The Honor Statement reads: “An essential feature of the University of Tennessee, Knoxville is a commitment to maintaining an atmosphere of intellectual integrity and academic honesty. 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.”

YOUR ROLE IN IMPROVING THE COURSE THROUGH ASSESSMENT

At UT, it is our collective responsibility to improve the state of teaching and learning. During the semester you may be requested to assess aspects of this course either during class or at the completion of the class. You are encouraged to respond to these various forms of assessment as a means of continuing to improve the quality of the UT learning experience.

STUDENTS WITH DISABILITIES -- <http://sds.utk.edu>

“Any student who feels he or she may need an accommodation based on the impact of a disability should contact the Student Disability Services (SDS) at 865-974-6087 in 100 Dunford Hall to document their eligibility for services. Student Disability Services will work with students and faculty to coordinate reasonable accommodations for students with documented disabilities.”

ACCESSIBILITY POLICY AND TRAINING – <http://accessibility.utk.edu>

WELLNESS -- <http://counselingcenter.utk.edu/> and <http://wellness.utk.edu/>

The Student Counseling Center is the university’s primary facility for personal counseling, psychotherapy, and psychological outreach and consultation services. **The Center for Health Education and Wellness** manages 974-HELP, the distressed student protocol, case management, the Sexual Assault Response Team, and the Threat Assessment Task Force.