INSC 511-002: INFORMATION CONCEPTS & FOUNDATIONS

SUMMER 2020 (DISTANCE/ZOOM)

Instructor: Brenda M. Linares, MLIS, MBA, AHIP
School of Information Sciences (SIS)
University of Tennessee

Monday, 6:30 pm - 9:10 pm (EST/EDT)

ZOOM LINK: https://tennessee.zoom.us/j/8526994040

COURSE OVERVIEW

Instructor Location/Contact Information

Office Hours: By appointment via Zoom
Email: blinares@utk.edu

SIS Location/Contact Information
451 Communications Bldg.
1345 Circle Park Drive
Knoxville, TN 37996-0341
SIS Office: 865.974.2148
Fax (SIS): 865.974.4667

Course Timeline
Class meets via Zoom on Mondays from 6:30pm until 9:10pm. You may log in to Zoom up to 15 minutes before class (6:15pm) to settle in, but class will not start until 6:30. The class meets 10 times this summer from 06/1/20 (first day of class) until 08/3/20 (last day of class). Your final assignment for the semester is due 08/10/20. All times listed in this syllabus are for the Eastern Time Zone.

Course Description
[From Course Catalog] Required course. Introduction to foundational concepts and theories, principles, and models of Information Sciences, including information behavior. History and nature of the discipline. Information policy, and the role of information in society. Evolution and scope of the information professions and their central issues, values, and ethical frameworks. (3 credits)

Student Outcomes¹
At the end of this course, students will ...

1) Understand and explain the various types and definitions of “information” (1, 7)
2) Understand the conceptual, theoretical foundations of the Information Sciences (1)
3) Understand the history and evolution of the multi-disciplinary field of Information Sciences (3, 4)
4) Be able to discuss selected information behavior theories and models, and their implications for practice, (3, 7, 8)
5) Understand the history and evolution of the information professional, and issues related to diversity and representation in the information professions. (1, 2, 4, 5)
6) Be aware of relevant professional ethics and values (3, 4, 5)

¹ The parenthesized numbers reflect the SIS program outcomes explicitly addressed in this course. For more information on the SIS program outcomes, see: http://www.sis.utk.edu/program/outcomes
7) Understand the nature and content of information policy (1, 6)
8) Be conversant in modes for communicating information (3, 4)

Course Design (Readings, Activities and Expectations)
The course adopts an active learning approach. Students are expected to complete all required readings, attend all class sessions and participate in all class activities. All required readings (or viewings, for moving image resources) are listed in the Course Outline section of this syllabus, along with optional readings. An Optional Readings Bibliography is also posted to the class Canvas website (under “Other Course Materials”). These are other recommended readings and sources to: (1) supplement the course’s required readings, (2) foster exploration of a particular topic(s) of interest to you, and (3) orient you to the profession. Again, these are optional resources; you are not required to read them.

There is no required textbook for this course. All readings and viewings listed in the Course Outline are available through different channels, including subscription databases from the University of Tennessee Libraries, unless otherwise noted in the Course Outline. If you have any challenges accessing these readings, please let me know as soon as possible. It is assumed, however, that: (1) you have already contacted a library staff member if it is an issue with accessing a resource listed on the library catalog or accessible from a library-licensed database; (2) you have looked at the respective Session Folder (under Modules) on Canvas to see if any scanned PDFs are provided there; and 3) you checked the Canvas discussion board to see if an alternative link etc. to the “unavailable” source has been posted.

Be sure to orient yourself to using library resources at the University. You are expected to retrieve the assigned journal articles etc., whether from the library’s collection or elsewhere. I do not provide instruction in how to do so. Consult library information and resource pages, such as “Information for Graduate Students” (http://libguides.utk.edu/graduate) and “Distance Education” (https://www.lib.utk.edu/info/distance-ed/).

Materials shared or shown in class, including lecture slides and handouts, are made available on Canvas in the “Modules” section before the start of class (typically the same day), and organized by class session (e.g., Session 1: Course Overview). Due to diverse preferences for making use of information, materials are available in multiple formats. For example, lecture slides are presented as PowerPoint files, showing 1 slide per page, and PDF files (3 slides per page), though content across these files is the same.

Assignments and Evaluation
Your final course grade is based on 6 assignments, including 2 small group assignments. Assignments are submitted via Canvas. Be aware: Not all due dates coincide with a class session. See “Assignments” on Canvas for instructions and rubrics.

<table>
<thead>
<tr>
<th>Assignments</th>
<th>Due Date (day/mm/dd/yy)</th>
<th>Max. Pts (% Grade)</th>
<th>²MSIS Program Outcome #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>06/05/20</td>
<td>5 (5%)</td>
<td>--</td>
</tr>
<tr>
<td>Journal Exploration</td>
<td>06/26/20</td>
<td>15 (15%)</td>
<td>--</td>
</tr>
<tr>
<td>Five Law Infographic (Group Assignment)</td>
<td>07/06/20</td>
<td>20 (20%)</td>
<td>3</td>
</tr>
</tbody>
</table>

² This mapping of assignments to one or more of the MSIS program outcomes is applicable for the MSIS Degree Exit Requirements. For more information, see: https://sis.utk.edu/exit-requirements-msis-degree
Job Analysis 07/17/20 25 (25%) 4
Ethics & the Information Professional (Group Assignment) 07/31/20 25 (25%) 5,7
Elevator Pitch 08/10/20 10 (10%) 7

TOTAL 100 (100%)

The grade scale for calculating your final letter grade for the course is as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93-100 pts</td>
<td>Superior performance (4 quality points per semester hour)</td>
</tr>
<tr>
<td>A-</td>
<td>90-92.75 pts</td>
<td>Intermediate grade performance (3.7 quality points per semester hour)</td>
</tr>
<tr>
<td>B+</td>
<td>88-89.75 pts</td>
<td>Better than satisfactory performance (3.5 quality points per semester hour)</td>
</tr>
<tr>
<td>B</td>
<td>83-87.75 pts</td>
<td>Satisfactory performance (3 quality points per semester hour)</td>
</tr>
<tr>
<td>B-</td>
<td>80-82.75 pts</td>
<td>Intermediate grade performance (2.7 quality points per semester hour)</td>
</tr>
<tr>
<td>C+</td>
<td>78-79.75 pts</td>
<td>Less than satisfactory performance (2.5 quality points per semester hour)</td>
</tr>
<tr>
<td>C</td>
<td>70-77.75 pts</td>
<td>Performance well below the standard expected of graduate students (2 quality points per semester hour)</td>
</tr>
<tr>
<td>D</td>
<td>60-69.75 pts</td>
<td>Clearly unsatisfactory performance and cannot be used to satisfy degree requirements (1 quality points per semester hour)</td>
</tr>
<tr>
<td>F</td>
<td>0-59 pts</td>
<td>Extremely unsatisfactory performance and cannot be used to satisfy degree requirements (0 quality points per semester hour)</td>
</tr>
</tbody>
</table>

**Incompletes**

An I (Incomplete) is 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.

An incomplete is reserved for emergencies that prevent students from completing the course on time. They are granted only under "the most unusual of circumstances," and solely at the discretion of the instructor. Plan your semester’s course of study to ensure sufficient time to complete the required work. All assignment instructions are provided at the start of the semester to help you in managing your workload. For students who simply "disappear" without contacting the instructor and without completing the required form, an "F" is submitted.

**University, CCI and SIS Policy Statements**

In addition to policies and guidelines detailed below, you may also refer to the Campus Syllabus. Prepared by the University Provost, it provides a summary of key policy statements and related links. The Campus Syllabus is provided on Canvas in the “Modules” section.

**Honor Statement**

Each student’s work is to be the product of their own study and/or research, not a joint effort of any sort unless the instructor gives explicit permission, such as for group assignments or collaborations. Per the Hilltopics Student Handbook, an essential feature of the University is a commitment to maintaining an atmosphere of intellectual integrity and academic honesty. As such, the University utilizes an Honor Statement that reads, “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." The Honor Statement prohibits cheating, plagiarism or any other type of academic dishonesty. 3

Plagiarism
Plagiarism in any of its forms is intolerable. Appropriate and accurate citation in written work is 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 written or spoken words, phrases, or sentences from any source without proper documentation (e.g., quotation marks and a citation);
2. Summarizing without proper documentation 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 or content is available for use without attribution, such as images distributed via Pixabay);
4. Collaborating on a graded assignment without the instructor’s approval; and
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 unsure of the nature of plagiarism should consult a librarian, a guide for writing research reports, your academic advisor or this instructor. Infractions of academic integrity are penalized according to the severity of the infraction but may include a course grade of "F" and the instructor’s recommendation to the UTK Dean for Graduate Studies that the student be dismissed from the University.

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

University Civility Statement
 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.

CCI Diversity Statement
CCI recognizes and values diversity. Exposing students to diverse people, ideas and cultures increases opportunities for intellectual inquiry, encourages critical thinking, and enhances communication and information competence. When all viewpoints are heard, thoughtfully considered, and respectfully

3 For more academic policies and procedures, see the Hilltopics Student Handbook at: https://hilltopics.utk.edu/student-code-of-conduct/
responded to, everyone benefits. Diversity and fairness unite us with the wider professional and global community.

**SIS Computing Requirements**
You must have adequate computing skills, including but not limited to use of word processing and presentation software, Web browsers, email, Canvas, and Zoom. The Office of Information Technology (OIT) provides help and training classes in using various technologies for students at no charge (see: [https://oit.utk.edu/training/](https://oit.utk.edu/training/)).

**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](http://titleix.utk.edu).

**Class Conduct, Policies and Procedures**

**Assignments and Evaluation**
The words or ideas of others must be properly cited. For in-text citations and reference lists for submitted work, students should adopt the style conventions of the *Publication Manual of the American Psychological Association (APA), 6th Edition or 7th Edition (published October 2019)*.

Citations in the **Course Outline** are in APA format. Review these if you are unfamiliar with APA or need a refresher. I have also made guidance documentation available on Canvas under “Other Course Materials.” You may request to use a style with which you are more familiar (e.g., Chicago, Blue Book). Contact me with your request via email before, not on, the assignment due date. Requests will be granted on a case-by-case basis. Be aware: making a request does not guarantee it will be honored.

Submit assignments on time as directed in assignment instructions. There are limited exceptions when I may agree to receive a late assignment; this is determined on a case-by-case basis, and is not a given. 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 (when possible). I reserve the right to dock points for any late assignments.

If you will miss a class when you will be presenting as part of a group, you must inform your group and me ASAP, in advance of the date of the scheduled presentation (when possible). I reserve the right to dock points for missed presentations (for the individual only, not the group as a whole).

All assignment instructions come with a scoring rubric. Be sure to review the rubric in addition to the detailed assignment instructions. Any questions concerning the grading scale or any specific grade you receive should be discussed first with me. If you remain dissatisfied, then you may refer to the Grade Appeal Procedures in the SIS Student Handbook and/or Graduate School Catalog.

After receiving your assignments, I make every effort to return your marked assignments within two weeks, though this is not a guarantee. Be aware it may take three or more weeks for my evaluation to be completed. Your scores and feedback for assignments are posted to Canvas.

**Communicating via Email and Other Channels**
In line with University policy, any official email sent to students will be addressed to their UTK email address. It is the student’s responsibility to ensure that any time critical email is accessed, read, and
acted upon. Be advised I send class-related emails to your UTK email account and via Canvas throughout the semester. Please be sure to check your email frequently.

I work from my campus office, but also from my home office, coffee shops, etc. Be aware I may be away from my office phone at times. You are welcome to contact me via text message instead.

I try to respond to all emails within 48 hours. But be aware other activities, such as travel or research, may delay me. If you have an urgent problem, the best way to get in touch is via email; if email, be emphatic in the subject line that it is an urgent message. You are welcome to flag the message (e.g., red flag for “urgent”).

While you are welcome to use the Discussion Board on Canvas for communication, be aware questions for me should be communicated via email or text (or during/after class). I read the Discussion Board, but less frequently than my emails and text messages.

Office Hours
I do not maintain established office hours as it allows more flexibility in meeting with students. If you have questions, concerns, or other topics to discuss, contact me in class or via email to schedule an appointment. We can meet via Zoom or over the phone.

Class Participation
Class participation is a valued aspect of this course. Discussions on 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. Be considerate of your classmates by arriving to class on time; completing the required readings and viewings; and be an active participant in class-related activities and discussions.

Class Attendance
Class attendance is EXPECTED. **Contact me if you cannot attend class.** 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).

If you miss a class, then you must review any materials posted to the respective session Module on Canvas. You should also contact classmates or me to receive additional guidance on missed content. While class attendance is not typically used when determining your final grade, I reserve the right to reconsider attendance as a factor if a pattern of irregular attendance or unexcused absence occurs.

Class Cancelling Guidelines
Should it be necessary to **cancel a class meeting**, every effort will be taken to do so in advance. Look for e-mail announcements sent by me via Canvas. Further, be aware:

- 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, 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.
- When a class is cancelled due to any of the reasons mentioned above, the instructor should record a makeup class that can be attended asynchronously by students. Cancellation of class should not mean a smaller number of classes will be taught in the semester.
Class Evaluation
At SIS, 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 SIS learning experience.

Disclaimer
Please be aware revisions may be made to this syllabus over the course of the semester, and as such, the content contained within is subject to change.
COURSE OUTLINE 10 WEEKS

The course outline is organized by session number, date and topical theme. The following information is provided for each scheduled session, when applicable:

**OBJECTIVES:** Listed are the main topics and anticipated learning goals for the respective session. You may want to keep these in mind when you complete the required materials assigned for that session.

**REQUIRED:** You are expected to complete the reading(s) and/or viewing(s) listed here before the start of the respective session, and be prepared to apply these materials to class discussions as well as course assignments. (FYI: “After-Class” is indicated for Session 1 only).

**OPTIONAL:** These non-required suggestions are for a more in-depth exploration of a topic of interest (these may also be useful in completing course assignments). Also, remember to see the Optional Readings Bibliography on Canvas for additional recommendations.

**ASSIGNMENT:** Though class meets Mondays, most assignments are due on Fridays. All due dates are provided in the Outline for the session immediately on or before the assignment is due.

**OTHER BUSINESS:** Listed here are FYIs, including reminders for upcoming assignment due dates (as appropriate), as well as other information pertinent to class business/logistics.

Schedule and content subject to change.

COURSE OUTLINE 10 WEEKS

The course outline is organized by session number, date and topical theme. The following information is provided for each scheduled session, when applicable:

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**OPTIONAL:** These non-required suggestions are for a more in-depth exploration of a topic of interest (these may also be useful in completing course assignments). Also, remember to see the Optional Readings Bibliography on Canvas for additional recommendations.

**ASSIGNMENT:** All due dates are provided in the Outline for the session immediately on or before the assignment is due. They are due at 11:59pm on the due date.

**OTHER BUSINESS:** Listed here are FYIs, including reminders for upcoming assignment due dates (as appropriate), as well as other information pertinent to class business/logistics.

SESSION 1: COURSE OVERVIEW (JUNE 1, 2020)

**OBJECTIVES:**
- Review syllabus, student outcomes and course expectations.
- Explore other course materials, including assignments and the class Canvas site.
● Identify different information interaction roles: seeker, innocent bystander, targeted audience and prospector.

REQUIRED (AFTER-CLASS):
● Class syllabus.
● Class Canvas site.
● Assignments (Skim).
● Selected Resources in Information Sciences (Skim).

ASSIGNMENT:
● Submit Introduction via Canvas on/by Friday, June 7, 2020 (11:59 pm EST).

SESSION 2: INFORMATION AND COMMUNICATION (JUNE 8, 2020)

OBJECTIVES:
● Define and distinguish the terms data, information, knowledge, and wisdom.
● Define and distinguish primary, secondary, and tertiary sources of recorded information.
● Describe a basic model for communication.
● Identify different types of communication.

REQUIRED:

OPTIONAL:

SESSION 3: INFORMATION SCIENCE (JUNE 15, 2020)

OBJECTIVES:
● Discuss various definitions and conceptions of information science as a meta-discipline.
● Explore various theoretical concepts informing information science research.
● Define and distinguish what is meant by metatheory, theory, and model.
● Define and discuss the system of scholarly communication.
● Describe a generic model for scholarly publishing.
● Distinguish among a variety of content types.

REQUIRED:

OPTIONAL:


SESSION 4: INFORMATION SCIENCES APPLIED (JUNE 22, 2020)

OBJECTIVES:
● Identify key developments in the history of recorded information and information services.
● Explore applied, professional practice areas within information sciences, including library science, archival science and knowledge management.
● Explore professional competencies, specializations, and roles in various information organizations.
● Discuss select trends in hiring and workforce projections for the field.
REQUIRED:

OPTIONAL:

OTHER BUSINESS:
● Submit Journal Exploration via Canvas on/by Friday, June 26, 2020 (11:59 pm EST).
● Work on small group assignment, Five Laws Infographic (due July 6, 2020).
● FYI: Session readings may be useful when completing the Job Analysis assignment (not due until later this semester)

SESSION 5: INFORMATION VALUES, ETHICS & POLICY (JUNE 29, 2020)

OBJECTIVES:
● Identify and describe prominent professional associations and their respective specializations.
● Explore and discuss ethical conventions that inform the work of information professionals.
● Identify select regulations and emerging responses in regard to issues of privacy, censorship, freedom of expression, and freedom of information.

REQUIRED: (Pick three of this list to read-for class discussion)

OPTIONAL:


**OTHER BUSINESS:**

● FYI: Session readings will be useful when completing the *ETHICS AND THE INFORMATION PROFESSIONAL* assignment (not due until later this semester)

**SESSION 6: DIVERSITY, INCLUSION & REPRESENTATION (JULY 6, 2020)**

**OBJECTIVES:**

● Explore the demographics of information professions, and calls for diversity and inclusivity.

● Identify and explore sociocultural perspectives that impact information access and use, such as race, ethnicity, religion, gender, social class, language and others.

● Describe the phenomena of the digital divide.

**REQUIRED:**


**OPTIONAL:**


● Jaeger, P.T., Sarin, L.C., & Peterson, K.J. (2015). Diversity, inclusion, and library and information science: An ongoing imperative (or why we still desperately need to have discussions about diversity and inclusion). *Library Quarterly, 85*(2),


**ASSIGNMENT:**

● Submit *Five Laws Infographic* via Canvas on/by start of class.

**OTHER BUSINESS:**

● Group presentations: Five Laws Minute Madness.

### SESSION 7: INFORMATION BEHAVIOR RESEARCH AND INFORMATION SEEKING (JULY 13, 2020)

**OBJECTIVES:**

● Identify key researchers in information behaviors, models these researchers have developed, and concepts underlying these models.

● Explore motivating factors and barriers encountered when seeking information.

● Explain how situational relevance impacts our information seeking behaviors.

● Describe analytical information seeking techniques and strategies.

● Distinguish these from incidental information acquisition (IIA) and browsing behaviors.

**REQUIRED:**


**OPTIONAL:**


OTHER BUSINESS:
- Handout: Information seeking models. (Available as PDF in Session Module on Canvas).

ASSIGNMENT:
- Submit Job Analysis via Canvas on/by Friday, July 17, 2020 (11:59 pm EDT).

SESSION 8: INFORMATION SERVICES AND USE (JULY 20, 2020)

OBJECTIVES:
- Describe information and reference services, and identify standards for good practice.
- Identify different frameworks for defining an information society.
- Define and describe the phenomena of “information overload.”
- Define information literacy and associated sub-literacies.

REQUIRED:

OPTIONAL:
SESSION 9: COPYRIGHT/COPYLEFT (JULY 27, 2020)

OBJECTIVES:
- Identify key components of the US Copyright Act, including the rights of copyright holders, and exceptions to those rights for individuals and select information agencies.
- Describe and discuss the emergence of the open access movement.
- Explore Creative Commons licenses.

REQUIRED:

OPTIONAL:

ASSIGNMENT:
- Submit Ethics and the Information Professional via Canvas on/by Friday, July 31, 2020 (11:59 pm EDT).

OTHER BUSINESS:
- Handout: Assigning Creative Commons Licenses (Available as PDF in Session Module on Canvas).

SESSION 10: COURSE REVIEW (AUGUST 3, 2020)

OBJECTIVES:
- Revisit course student outcomes.
- Share key impressions from the course.

REQUIRED:

ASSIGNMENT:
- Submit Elevator Pitch via Canvas on/by Monday, August 10 (11:59pm EDT).
OTHER BUSINESS:

- PowerPoint Karaoke a.k.a. Battle Decks (in-class activity)