INSC 511-001/002: INFORMATION CONCEPTS & FOUNDATIONS
SPRING 2021 (DISTANCE/ZOOM)

Instructor: Joy M. Doan, Assistant Professor of Practice
School of Information Sciences (SIS)
College of Communication and Information (CCI)
University of Tennessee

Monday, 6:30 pm - 9:10 pm (EDT/EST)
Zoom Meeting ID: 91766010490 (must be logged in with UTK credentials)

COURSE OVERVIEW

<table>
<thead>
<tr>
<th>Instructor Contact Information</th>
<th>SIS Location/Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: <a href="mailto:jdoan3@utk.edu">jdoan3@utk.edu</a></td>
<td>451 Communications Bldg.</td>
</tr>
<tr>
<td>Office Hours: Quick Q&amp;A 15-min Before/After Class; additional meeting available via Zoom by appointment</td>
<td>1345 Circle Park Drive</td>
</tr>
<tr>
<td></td>
<td>Knoxville, TN 37996-0341</td>
</tr>
<tr>
<td></td>
<td>SIS Office: 865.974.2148</td>
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<td></td>
<td>Fax (SIS): 865.974.4667</td>
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Welcome and Course Timeline

Welcome to Information Concepts & Foundations! I am looking forward to fostering our learning community together this term.

Class meets via Zoom on Mondays from 6:30pm until 9:10pm. The class meets 13 times this semester, from 25 January 2021 (first day of class) until 26 April 2021 (last day of class). 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 Outcomes

At the end of this course, students will …

1) Understand and explain the various types and definitions of “information” (1, 7)

1 The parenthesized numbers reflect the SIS Program Outcomes explicitly addressed in this course.
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)
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, watch all required recordings, 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 resources are provided 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 access challenges, 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 in the library catalog or accessible from a library-licensed database; (2) you have looked on Canvas to see if any scanned PDFs are provided there; and (3) you checked the Canvas Discussion Board to see if an alternative access point for the “unavailable” source has been posted. All URLs in the Course Outline are checked at the start of the semester. Be aware that web content is dynamic and URLs are subject to change or become unavailable (e.g., 404 “not found” error message).

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 resource pages, such as "Information for Graduate Students," "Distance Education," and "Tutorials and Videos."

Materials shared in class, including lecture slides and handouts, are made available on Canvas before the start of class (typically the same day).

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>Assignment</th>
<th>Due Date</th>
<th>Max. Pts (% Grade)</th>
<th>2 MSIS Program Outcome #</th>
</tr>
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<tbody>
<tr>
<td>Introduction</td>
<td>31 January 21</td>
<td>5 (5%)</td>
<td>--</td>
</tr>
<tr>
<td>Journal Exploration</td>
<td>14 February 21</td>
<td>10 (10%)</td>
<td>--</td>
</tr>
<tr>
<td>Five Laws Infographic (Group Assignment)</td>
<td>14 March 21</td>
<td>20 (20%)</td>
<td>3</td>
</tr>
<tr>
<td>Job Analysis</td>
<td>28 March 21</td>
<td>25 (25%)</td>
<td>4</td>
</tr>
<tr>
<td>Ethics &amp; the Information Professional (Group Assignment)</td>
<td>18 April 21</td>
<td>25 (25%)</td>
<td>5,7</td>
</tr>
<tr>
<td>Elevator Pitch</td>
<td>2 May 21</td>
<td>15 (15%)</td>
<td>7</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>TOTAL</strong></td>
<td><strong>100 (100%)</strong></td>
<td><strong>TOTAL</strong></td>
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The grade scale for calculating your final letter grade for the course is below. Please be aware that all MSIS students are required to complete and **earn a grade of C or better** in the three required courses for the MSIS, which includes this course (INSC 511), as well as INSC 512 and INSC 514.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points</th>
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<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 point 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>
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You are welcome to discuss your evaluations with me. **You must wait 24 hours after receiving the grade to contact me**, and present documentation for why you believe you have earned a different grade. I reserve the right to make the final decision.

**Penalty for Late Work**
Except by prior agreement;
- One (1) point per day will be deducted for written or oral work not submitted by the day due.
- Late work will be excepted within five (5) days of the assignment or presentation due date.
- “Prior agreement” means at least 24 hours prior to the original time scheduled for the presentation or assignment.

**Note on “Incompletes”**
University of Tennessee policy states that an "Incomplete" is granted only under "the most unusual of circumstances" at the discretion of the instructor. An "F" is submitted for students who simply disappear. See [Academic Policies and Requirements for Graduate Students](#) for more information.
University, College and School 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.

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2 This mapping of assignments to one or more MSIS program outcomes is applicable to the MSIS Degree Exit Requirements.

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. 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.

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.
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, but may include a course grade of "F" and 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: The College of Communication and Information 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

3 For more academic policies and procedures, see the Hilltopics Student Handbook. all viewpoints are heard, thoughtfully considered, and respectfully responded to, everyone benefits. Diversity and fairness unite us with the wider professional and global community.

SIS Diversity & Inclusion Statement (Excerpted): The School of Information Sciences is committed to diversity, inclusion, and equal opportunity for all. Our commitment to promoting, protecting, and ensuring diversity and inclusion in our community builds on an understanding that a diverse and inclusive society is essential for the free exchange of ideas, debate, research, academic freedom, growth, responsibility, knowledge, integrity, cooperation, and success in the local and global context. Diversity and inclusion are also essential in developing the cultural competencies and effectiveness information professionals must have to serve the needs of increasingly diverse and pluralistic communities. For the complete statement, see the Diversity & Inclusion Statement of the School of Information Sciences.

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.

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.

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.

Citations in the Course Outline are in APA format (7th Ed.). 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. There are exceptions when I may accept a late assignment. If you will be late submitting an assignment, it is your responsibility to contact me ASAP, in advance of the assignment due date (when reasonably 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. Before beginning the assignment, be sure to read the rubric in addition to the detailed assignment instructions. Questions concerning the grading scale or
a specific score you receive should be discussed first with me. If you remain dissatisfied, then 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**
I am required to communicate with you through your UTK email address. If you prefer to use another address, consult the [OIT Helpdesk](mailto:OITHelpdesk@utk.edu) 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 via email (jdoan3@utk.edu) or Canvas Inbox and will respond within 24-48 hours. I also hold Zoom office hours by appointment and hang-out in our Zoom classroom 15-min before/after class should you have quick questions.

**Class Participation**
Class participation is a valued aspect of this course. Whether discussions take place in the class or outside of class (e.g., via the discussion board on Canvas), they 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 being an active participant in class-related activities and discussions.

**Class Attendance Policy**
Students are expected to attend class each week and be fully prepared to actively participate. Please try to notify me in advance if you need to miss class. If you do miss class, listen to the archived lecture/discussion, contact a classmate or me to receive missed content, and let me know if you have questions.

**Class Cancellation**
Should it be necessary to cancel a class meeting, every effort will be taken to do so in advance. Look for e-mail announcements via Canvas. More information about the School’s [cancellation policy](https://www.utk.edu/ocas) is available online. If UT cancels classes, then our class is automatically cancelled. Information about the University of Tennessee weather-related closing policy is available [here](https://www.utk.edu/ocas).

**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.

See the SIS Course Guidelines and Procedures for additional guidance on [addressing concerns about courses](https://www.utk.edu/ocas).

**Disclaimer**
Please be aware revisions may be made to this syllabus, including the [Course Outline](https://www.utk.edu/ocas), over the course of the semester, and as such, the content contained within is subject to change. Be assured that I will never move an assignment due date earlier; if any due dates are moved, it will be to a later date.
COURSE OUTLINE

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. Be prepared to apply these materials to class discussions as well as course assignments. (FYI: “After-Class” is indicated for Session 1 only).

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

ASSIGNMENT: Indicated here are all assignment due dates, including those due on days that class meets. For others that do not coincide with a class session, the assignment is indicated in the session for the week that the assignment is due.

OTHER BUSINESS: Listed here are FYIs and other information pertinent to class business/logistics.

~ THE COURSE OUTLINE BELOW IS REPRODUCED IN ITS ENTIRETY IN CANVAS ~

SESSION 1: COURSE OVERVIEW (25 January 2021)

OBJECTIVES:
- Review syllabus and course expectations.
- Explore other course materials, including assignments and the class Canvas site.
- Discuss the SIS Diversity & Inclusion Statement.

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

OTHER BUSINESS:
- (Upcoming assignment) Introduction assignment due 31 January 2021.

SESSION 2: INFORMATION (1 February 2021)

OBJECTIVES:
- Define and distinguish the terms data, information, knowledge and wisdom.
- Define and distinguish primary, secondary and tertiary sources of recorded information.
- Identify different information interaction roles: seeker, innocent bystander, targeted audience and prospector.

REQUIRED:


OPTIONAL:


ASSIGNMENT:

• Submit Introduction via Canvas by 31 January 2021.

SESSION3: COMMUNICATION (8 February 2021) *Asynchronous*

OBJECTIVES:

• Describe a basic model for communication.

• Identify different types of communication.

• Identify key developments in the history of recorded information.

• 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 SCIENCE (15 February 2021)

OBJECTIVES:
- Describe various definitions and conceptions of information science.
- Distinguish among basic information research, applied information research and information practice.
- Explore various theoretical frameworks informing information science research.
- Define and distinguish what is meant by principle, model, theory and metatheory.

REQUIRED:

OPTIONAL:

ASSIGNMENT:
- Submit *Journal Exploration* via Canvas by 14 February 2021.

SESSION 5: INFORMATION SCIENCES APPLIED (22 February 2021)

OBJECTIVES:
- Explore the variety of professional practice areas within information sciences.
- Identify key developments in the professionalization of information services.
- Examine critical need for diversity, equity and inclusion in consideration of past discriminatory practices in information services and the profession.

REQUIRED:


**OPTIONAL:**


**OTHER BUSINESS:**

- Begin work in class on small group assignment, *Five Laws Infographic*

- FYI: Session readings may be useful when completing the *Job Analysis* assignment

**SESSION 6: INFORMATION ASSOCIATIONS, VALUES & ETHICS (1 March 2021)**

**OBJECTIVES:**

- Identify and describe prominent professional associations and their respective specializations.

- Explore and discuss value propositions and ethical conventions that inform the work of information professionals.

**REQUIRED:**


OPTIONAL:

OTHER BUSINESS:
• FYI: Session readings may be useful when completing the Ethics and the Information Professional group assignment
• As time allows, continue work in class on small group assignment, Five Laws Infographic

SESSION 7: INFORMATION PROFESSIONS (8 March 2021)

OBJECTIVES:
• Explore professional concentrations, competencies, duties and occupations across various information organizations.
• Discuss trends in hiring and workforce projections for the field.

REQUIRED:

OPTIONAL:


**OTHER BUSINESS:**
• As time allows, continue work in class on small group assignment, *Five Laws Infographic*
• FYI: Session readings may be useful when completing the *Job Analysis* assignment

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**SESSION 8: INFORMATION BEHAVIOR RESEARCH (15 March 2021)**

**OBJECTIVES:**
• Identify key information behavior concepts, principles and models.
• Explore motivating factors and barriers encountered when seeking information.
• Explain how situational relevance impacts our information seeking behaviors.

**REQUIRED:**


**OPTIONAL:**


**ASSIGNMENT:**
• Submit *Five Laws Infographic* via Canvas due 14 March 2021.

**OTHER BUSINESS:**
• Group presentations: Five Laws Minute Madness.
OBJECTIVES:
• Describe analytical information seeking techniques and strategies.
• Distinguish these from incidental information acquisition (IIA) and browsing behaviors.
• Define and describe consequences of “information overload.”

REQUIRED:

OPTIONAL:

OTHER BUSINESS:
• (Upcoming assignment) *Job Analysis* assignment due 28 March 2021.

SESSION 10: INFORMATION USE (29 March 2021)

OBJECTIVES:
• Describe information and reference services, and identify standards for good practice.
• Identify different frameworks for defining an information society.
• Define information literacy and associated sub-literacies.

REQUIRED:

OPTIONAL:
SESSION 11: INFORMATION INEQUITY (5 April 2021)

OBJECTIVES:

- Identify and explore sociocultural factors that impact information access and use, such as race, ethnicity, religion, gender, social class, language and others.
- Define and describe consequences of the digital divide.

REQUIRED:

- Imagining a future free from the algorithms of oppression (Links to an external site.). 30 minute video overview of Dr. Safiya Noble’s work.
- Noble_Algorithms and Invisibility.pdf, excerpt from Noble, S. Algorithms of oppression: how search engines reinforce racism

OPTIONAL:


**OTHER BUSINESS:**
• As time allows, continue work in class on group assignment, *Ethics and the Information Professional due 18 April 2021.*

**SESSION 12: INFORMATION POLICY (12 April 2021)**

**OBJECTIVES:**
• Define information policy.
• Identify select regulations and emerging responses in regard to issues of privacy, censorship, freedom of expression and freedom of information.
• Describe challenges in facilitating access within information policy parameters.

**REQUIRED:**

**OPTIONAL:**

**OTHER BUSINESS:**
• As time allows, continue work in class on small group assignment, *Ethics and the Information Professional*

**SESSION 13: COPYRIGHT/COPYLEFT (April 19, 2021)**

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

**REQUIRED:**
• (Watch) Creative Commons. (2002). Get creative. Retrieved from [https://creativecommons.org/about/videos/get-creative/](https://creativecommons.org/about/videos/get-creative/) {Video runs 6 min., 37 seconds}. 
• (Skim) Office for Information Technology Policy, ALA. (n.d.). Copyright Advisory Network: Resources. Retrieved from http://librarycopyright.net/resources/

OPTIONAL:

ASSIGNMENT:
• Submit Ethics and the Information Professional via Canvas by 18 April 2021.

OTHER BUSINESS:
• Group discussion: Ethics and the Information Professional.

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

SESSION 14: COURSE REVIEW (26 April 2021)

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

REQUIRED:

OTHER BUSINESS:
• (Upcoming assignment) Elevator Pitch is due on/by 2 May 2021 (11:59pm EST).