

Course ID/Course Name

INFO 5300.002,006: Management of Information Agencies

Spring 2022

Instructor Contact

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Office Hours: By appointment. Students are welcome to make an appointment with the instructor at any time to discuss course related questions and issues. Please send email to the instructors in Canvas

to schedule online meeting. Email: evv0002@unt.edu

Course Description

The course will cover the development and use of modern management theory and practices in the ever-changing work environment of libraries and other information agencies. In particular, the management functions of planning, organizing, human resources, leading and coordinating will be discussed.

Course Structure

INFO 5300 Sections 002, 006, takes the form of an online class. All course materials are available in Canvas learning management system in electronic format. The interaction among the students and instructors in the online learning environment. It promotes intensive study and exchange of ideas. Students will submit all assignments through the tools available on Canvas. Course includes six course modules that follow the textbook. The folders for each module can be accessed from the Modules page from the main menu on Canvas.

Course Prerequisites or Other Restrictions

There are no prerequisites for the course.

Course Objectives

Upon completion of this course, students should be able to:

- Identify and compare the various historical approaches to management as applied to libraries and information centers
- Describe and discuss the basic management functions of planning, organizing, human resources, leading, and coordinating, and how they interrelate
- Apply analytical and problem-solving skills to management case studies
- Describe and discuss the ethical issues inherent in the management of human resource in a library/information center setting

Identify and discuss the effects of a rapidly changing environment on the management of libraries and information centers

Required/Recommended Materials

The required textbook for this course is Moran, B. B., Morner, C. J., & Stueart, R. D. (2018). Library and information center management. 9th Edition. Santa Barbara, CA: Libraries Unlimited ISBN-13: 978-1440854477 (pbk.) The text is also available as an eBook. Available through the UNT Bookstore, ABC-CLIO, Amazon, etc.

Other course learning materials and readings are provided in the course content in Canvas. The course Topic Readings based on scholarly and professional literature are available from the UNT Libraries electronic resources – to access an article, follow the link and enter your EUID and password. Look for a Full-text or PDF icon of the article.

To access the UNT Libraries and their e-databases go to UNT Libraries website and enter your EUID and password to access the resources. The UNT Libraries' Policy Manual includes chapters on Web accessibility and Electronic and Information resources accessibility Policy.

Citation Style Manual

American Psychological Association (2020). Publication manual of the American Psychological Association (7th ed.). Washington, DC: American Psychological Association.

Welcome to UNT!

As members of the UNT community, we have all made a commitment to be part of an institution that respects and values the identities of the students and employees with whom we interact. UNT does not tolerate identity-based discrimination, harassment, and retaliation. UNT's full Non-Discrimination Policy can be found in the UNT Policies section of the syllabus.

Teaching Philosophy

To facilitate learning in the course, the instructor is using multiple methods of teaching, presentation, and resources in various formats that include text, audio, video, software applications. An online course is a living dynamic community and that everyone, from the instructor to the students, must contribute to maintain a positive and productive learning environment.

In addition, it is expected that each student will show a high amount of self-initiative in evaluating and analyzing the course materials and related to the course topics by conducting research, locating the additional reading material, if necessary, for this course. This is part of being an information and knowledge professional. This means that students should be willing to go to the university library (or university library website), the public library, or school libraries, as well as to conduct research online to complete assignments, as needed. It is the student's responsibility to locate appropriate literature and information sources to complete all assignments. Students should be also able to present the results of their research and analysis in an appropriate professional manner using appropriate software.

Course Technology & Skills

Minimum Technology Requirements

- Computer
- Reliable internet access
- Speakers
- Microphone
- Plug-ins
- Microsoft Office Suite
- Most recent versions of multiple common Internet browsers compatible with Canvas may be necessary in order to better experience the course materials.
- Canvas Technical Requirements (https://clear.unt.edu/supportedtechnologies/canvas/requirements)

Computer Skills & Digital Literacy

Course-specific technical skills learners must have to succeed in the course:

- This course has digital components. To fully participate in this class, students will need internet access to reference content on the Canvas Learning Management System. Information on how to be successful in a digital learning environment can be found at Learn Anywhere (https://online.unt.edu/learn)
- Using email with attachments
- Downloading and installing software
- Using presentation and graphics programs

Technical Assistance

Part of working in the online environment involves dealing with the inconveniences and frustration that can arise when technology breaks down or does not perform as expected. Here at UNT, we have a

UNT IT Help Desk

Student Help Desk that you can contact for help with Canvas or other technology issues.

- **Email**: helpdesk@unt.edu
- Live Chat: Helpdesk Live Chat (https://it.unt.edu/helpdesk/chatsupport)

Phone: 940-565-2324

In Person: Sage Hall, Room 330

 Hours and Availability: Visit <u>UNT IT Helpdesk</u> (https://it.unt.edu/helpdesk) for up-to-date hours and availability

For additional support, visit Canvas Technical Help (https://community.canvaslms.com/docs/DOC-10554-4212710328)

Rules of Engagement

Rules of engagement refer to the way students are expected to interact with each other and with their instructors. Here are some general guidelines:

- While the freedom to express yourself is a fundamental human right, any communication that utilizes cruel and derogatory language on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, disability, genetic information, veteran status, or any other characteristic protected under applicable federal or state law will not be tolerated.
- Treat your instructor and classmates with respect in any communication online or face-to-face, even when their opinion differs from your own.
- Ask for and use the correct name and pronouns for your instructor and classmates.
- Speak from personal experiences. Use "I" statements to share thoughts and feelings. Try not to speak on behalf of groups or other individual's experiences.
- Use your critical thinking skills to challenge other people's ideas, instead of attacking individuals.
- Avoid using all caps while communicating digitally. This may be interpreted as "YELLING!"
- Be cautious when using humor or sarcasm in emails or discussion posts as tone can be difficult to interpret digitally.
- Avoid using "text-talk" unless explicitly permitted by your instructor.
- Proofread and fact-check your sources.
- Keep in mind that online posts can be permanent, so think first before you type.

See these Engagement Guidelines (https://clear.unt.edu/online-communication-tips) for more information.

How to Succeed in the Course

Communication Expectations: Important course announcements will be posted in the "Announcements" page on Canvas, and students are expected to monitor this area and read the posts. Students are also expected to check their Course E-mail regularly.

The course uses online communication tools in Canvas: discussions and course email. The Canvas discussions area is a public domain that will be seen by all students. If you have questions or concerns that you do not want made public, please direct them to the course faculty in the course E-mail. The course instructor will make every attempt to respond to your emails/questions within 2 business days. If you have not received a response after that time, please email the course instructor again, as the instructor may not have received your email. You should be receiving feedback on assignments withing a week after submission, and grades will be posted in the Grades tab in Canvas. CLEAR has a

webpage for students provides Online Communication Tips (https://clear.unt.edu/onlinecommunication-tips).

The University of North Texas makes reasonable academic accommodation for students with disabilities. Students seeking reasonable accommodation must first register with the Office of Disability Access (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with a reasonable accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may request reasonable accommodations at any time, however, ODA notices of reasonable accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of reasonable accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of reasonable accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information, refer to the Office of Disability Access website (http://www.unt.edu/oda). You may also contact ODA by phone at (940) 565-4323.

Supporting Your Success and Creating an Inclusive Learning Environment

As members of the UNT community, we have all made a commitment to be part of an institution that respects and values the identities of the students and employees with whom we interact. UNT does not tolerate identity-based discrimination, harassment, and retaliation so we will work as a class to collaborate in ways that encourage inclusivity.

Course Requirements

The following is expected of each student enrolled in this class:

- 1. Completion of Reading Synthesis Assignments (6)
- 2. Completion of Case Studies (5), and Exercises (2).
- 3. Completion of the six (6) guizzes.
- 4. The submission of graduate level work.

Review the Grading Rubrics Module in the course in Canvas to familiarize yourself as to how the assignment are graded. You are expected to submit all assignments when due. See the Course Calendar for assignment due dates. The Course Calendar is available in the Syllabus tab in Canvas.

Grading

Grading Formula: Total Points = 1,900

- Assignments (1) = 10% of final grade (100 points)
- Quizzes (6) = 20% of final grade (600 points)
- Graded Discussion: 5 Case Studies, 2 Exercises (6 total) = 70% of final grade (1100 points)

Assessing Your Work

Method of grading: Points. You will be graded according to the following grading scale: *

- 1710 1900 points = A (90% to 100%)
- 1520 1709 points = B (80% to 89%)
- 1330 1519 points = C (70% to 79%) **
- 1140 1329 points = D (60% to 69%)
- F = 59% or below
- *Students must complete all course requirements. Students will not be exempted from any assignments. Each missed assignment will result in a lowering of the final earned letter grade by one level for each missed assignment up to a failing grade for the semester. There will be no exceptions.
- **A semester grade of D or below will NOT be accepted by the Toulouse Graduate School.
- A Excellent work
- B Good work
- C Fair work
- D Passing work
- F given when a student (1) has failed the course while still officially enrolled at the end of the term/semester; (2) is failing in a course and misses the final examination without satisfactory explanation; or (3) stops attending class without completing an official drop or withdrawal. It is student responsibility to contact the CI-Advising and Course Instructor for grade arrangements.

Course Schedule

Course calendar dates for course deadlines, including the final term paper, topics and required readings for each course module are listed in the Schedule of activities available in the Syllabus tab in the course in Canvas.

Note: Students will be notified by Eagle Alert if there is a campus closing that will impact the class. The course calendar is subject to change, see the Emergency Notifications and Procedures Policy (PDF) (https://policy.unt.edu/sites/default/files/06.049_Standard%20Syllabus%20Policy%20Statements_suppl ement.pdf).

Course Policies

In addition to standards for success in courses, there are UNT policies and procedures. You can access these policies in Navigate (Navigate.unt.edu), in Canvas under the Help menu, in EIS, and on the Student Support Services & Policies page. Students participating in discussions are expected to exhibit positive interaction skills that demonstrate mutual respect for the ideas and approaches of others.

Every student in class can improve by doing their own work and trying their hardest with access to appropriate resources. Students who use other people's work without citations will be violating UNT's Academic Integrity Policy. Please read and follow this important set of guidelines for your academic success (https://policy.unt.edu/policy/06-003). If you have questions about this, or any UNT policy, please email me or come discuss this with me during my office hours.

Attendance and Participation

Because this course involves collaboration, participation is essential to learning. Our project-based activities require you to be actively engaged in discussions and project work. If you run into challenges that require you to miss an assignment, please contact the course instructor. There may be some flexibility that can be offered to support your academic success.

Students are expected to visit the course page in Canvas regularly and to abide by the attendance policy established for the course. It is important that you communicate with the professor prior to being absent, so you, the professor can discuss and mitigate the impact of the absence on your attainment of course learning goals.

Please inform the professor if you are unable to attend class because you are ill, in mindfulness of the health and safety of everyone in our community. If you are experiencing any symptoms of COVID (https://www.cdc.gov/coronavirus/2019-ncov/symptoms testing/symptoms.html) please seek medical attention from the Student Health and Wellness Center (940-565-2333 or askSHWC@unt.edu) or your health care provider PRIOR to coming to campus. UNT also requires you to contact the UNT COVID Team at COVID@unt.edu for guidance on actions to take due to symptoms, pending or positive test results, or potential exposure.

Course Evaluation

Student Perceptions of Teaching (SPOT) is the student evaluation system for UNT and allows students the ability to confidentially provide constructive feedback to their instructor and department to improve the quality of student experiences in the course. For more information, visit Office of the Provost, SPOT page: https://vpaa.unt.edu/spot. Spring 2022 SPOT Survey administration dates are Apr. 18 - May 05

Course Materials for Remote Instruction

Remote instruction may be necessary if community health conditions change, or you need to self-isolate or quarantine due to COVID-19. Students will need access to the course in Canvas to participate in fully remote portions of the class. Information on how to be successful in a remote learning environment can be found at https://online.unt.edu/learn

Late Work

UNT instructors have the prerogative to accept or not to accept late work. If you have an emergency, please contact the course instructor to obtain permission for a deadline extension. Otherwise, late submissions will not be accepted. Consideration will be given on a case-by-case basis. Students are asked to contact instructors if they expect to submit work late or intend to withdraw from the course.

Assignment Policy

The official due dates for each assignment are indicated in the Course Calendar available in the Syllabus tab in Canvas. Assignment instructions are available in the Assignments tab in the course in Canvas. The instructions indicate what file type assignments should be saved as and where/how files should be submitted.

Policy on server unavailability or other technical difficulties

The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any

problems to the instructor and contact the UNT Student Help Desk: helpdesk@unt.edu or 940.565.2324 and obtain a ticket number. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.

Instructor Responsibilities and Feedback

- The instructor's responsibilities in the course: helping students grow and learn; providing clear instructions for projects and assignments; answering questions about assignments; identifying additional resources as necessary; providing grading rubrics, reviewing and updating course content.
- The instructor tries to respond to emails, discussion board posts, assignment submissions/feedback, and grades in a very timely manner.

Syllabus Change Policy

In case there are changes to the course syllabus, assignments due dates, and other course information, students will be notified by the course announcements or email in Canvas.

UNT Policies

Academic Integrity Policy

Academic Integrity Standards and Consequences. According to UNT Policy 06.003, Student Academic Integrity, academic dishonesty occurs when students engage in behaviors including, but not limited to cheating, fabrication, facilitating academic dishonesty, forgery, plagiarism, and sabotage. A finding of academic dishonesty may result in a range of academic penalties or sanctions ranging from admonition to expulsion from the University.

The UNT Students Standards of Academic Integrity are available at the Provost's office website: The University Policy Office

Prohibition of Discrimination, Harassment, and Retaliation (Policy 16.004)

The University of North Texas (UNT) prohibits discrimination and harassment because of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, disability, genetic information, veteran status, or any other characteristic protected under applicable federal or state law in its application and admission processes; educational programs and activities; employment policies, procedures, and processes; and university facilities. The University takes active measures to prevent such conduct and investigates and takes remedial action when appropriate.

Emergency Notification & Procedures

UNT uses a system called Eagle Alert to quickly notify students with critical information in the event of an emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). In the event of a university closure, please refer to Canvas for contingency plans for covering course materials.

Retention of Student Records

Student records pertaining to this course are maintained in a secure location by the instructor of record. All records such as exams, answer sheets (with keys), and written papers submitted during the duration of the course are kept for at least one calendar year after course completion. Course work completed via the Canvas online system, including grading information and comments, is also stored in a safe

electronic environment for one year. Students have the right to view their individual record; however, information about student's records will not be divulged to other individuals without proper written consent. Students are encouraged to review the Public Information Policy and the Family Educational Rights and Privacy Act (FERPA) laws and the University's policy. See UNT Policy 10.10, Records Management and Retention for additional information.

Acceptable Student Behavior

Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The University's expectations for student conduct apply to all instructional forums, including University and electronic classroom, labs, discussion groups, field trips, etc. Visit UNT's Code of Student Conduct (https://deanofstudents.unt.edu/conduct) to learn more.

Access to Information - Eagle Connect

Students' access point for business and academic services at UNT is located at: my.unt.edu. All official communication from the University will be delivered to a student's Eagle Connect account. For more information, please visit the website that explains Eagle Connect and how to forward e-mail Eagle Connect (https://it.unt.edu/eagleconnect).

Important Notice for F-1 Students taking Distance Education Courses Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website (http://www.ecfr.gov/). The specific portion concerning distance education courses is located at Title 8 CFR 214.2 Paragraph (f)(6)(i)(G).

The paragraph reads:

(G) For F-1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F-1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

University of North Texas Compliance

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student's responsibility to do the following:

- 1. Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
- 2. Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

Student Verification

UNT takes measures to protect the integrity of educational credentials awarded to students enrolled in distance education courses by verifying student identity, protecting student privacy, and notifying students of any special meeting times/locations or additional charges associated with student identity verification in distance education courses.

See UNT Policy 07-002 Student Identity Verification, Privacy, and Notification and Distance Education Courses (https://policy.unt.edu/policy/07-002).

Use of Student Work

A student owns the copyright for all work (e.g. software, photographs, reports, presentations, and email postings) that the student creates within a class and the University is not entitled to use any student work without the student's permission unless all of the following criteria are met:

- The work is used only once.
- The work is not used in its entirety.
- Use of the work does not affect any potential profits from the work.
- The student is not identified.
- The work is identified as student work.

If the use of the work does not meet all of the above criteria, then the University office or department using the work must obtain the student's written permission.

Download the UNT System Permission, Waiver and Release Form

Transmission and Recording of Student Images in Electronically-Delivered Courses

- 1. No permission is needed from a student for his or her image or voice to be transmitted live via videoconference or streaming media, but all students should be informed when courses are to be conducted using either method of delivery.
- 2. In the event an instructor records student presentation, the instructor must obtain permission from the student using a signed release in order to use the recording for future classes in accordance with the Use of Student-Created Work guidelines above.

3. Instructors who video-record their class lectures with the intention of re-using some or all of recordings for future class offerings must notify students on the course syllabus if students' images may appear on video. Instructors are also advised to provide accommodation for students who do not wish to appear in class recordings.

Academic Support & Student Services

Student Support Services

Mental Health

UNT provides mental health resources to students to help ensure there are numerous outlets to turn to that wholeheartedly care for and are there for students in need, regardless of the nature of an issue or its severity. Listed below are several resources on campus that can support your academic success and mental well-being:

- Student Health and Wellness Center (https://studentaffairs.unt.edu/student-health-andwellness-center)
- <u>Counseling and Testing Services</u> (https://studentaffairs.unt.edu/counseling-and-testing-services)
- <u>UNT Care Team</u> (https://studentaffairs.unt.edu/care)
- UNT Psychiatric Services (https://studentaffairs.unt.edu/student-health-and-wellnesscenter/services/psychiatry)
- Individual Counseling (https://studentaffairs.unt.edu/counseling-and-testingservices/services/individual-counseling)

Chosen Names

A chosen name is a name that a person goes by that may or may not match their legal name. If you have a chosen name that is different from your legal name and would like that to be used in class, please let the instructor know. Below is a list of resources for updating your chosen name at UNT.

- UNT Records
- UNT ID Card
- UNT Email Address
- Legal Name

*UNT EUIDs cannot be changed at this time. The collaborating offices are working on a process to make this option accessible to UNT community members.

Pronouns

Pronouns (she/her, they/them, he/him, etc.) are a public way for people to address you, much like your name, and can be shared with a name when making an introduction, both virtually and in-person. Just as we ask and don't assume someone's name, we should also ask and not assume someone's pronouns.

You can add your pronouns to your Canvas account so that they follow your name when posting to discussion boards, submitting assignments, etc.

Below is a list of additional resources regarding pronouns and their usage:

- o What are pronouns and why are they important?
- o How do I use pronouns?

- o How do I share my pronouns?
- o How do I ask for another person's pronouns?
- o How do I correct myself or others when the wrong pronoun is used?

Additional Student Support Services

- Registrar (https://registrar.unt.edu/registration)
- Financial Aid (https://financialaid.unt.edu/)
- <u>Student Legal Services</u> (https://studentaffairs.unt.edu/student-legal-services)
- <u>Career Center</u> (https://studentaffairs.unt.edu/career-center)
- <u>Multicultural Center</u> (https://edo.unt.edu/multicultural-center)
- <u>Counseling and Testing Services</u> (https://studentaffairs.unt.edu/counseling-and-testing-services)
- Pride Alliance (https://edo.unt.edu/pridealliance)
- <u>UNT Food Pantry</u> (https://deanofstudents.unt.edu/resources/food-pantry)

Academic Support Services

- Academic Resource Center (https://clear.unt.edu/canvas/student-resources)
- Academic Success Center (https://success.unt.edu/asc)
- UNT Libraries (https://library.unt.edu/)
- Writing Lab (http://writingcenter.unt.edu/

Course Summary Spring 2022:

Due Date	Assignments
Fri, Jan 21	Ice Breaker: Getting to Know Yourself and Others
Thu, Jan 27	Case Study 1: The Politically Incorrect Employee
Sat, Jan 29	Section 1 Quiz - Introduction (Chapters 1 - 3)
Thu, Feb 3	Reading Synthesis 1: Introduction
Thu, Feb 10	Exercise 1: Management Approach to Ethics
Sat, Feb 12	Section 2 Quiz - Planning (Chapters 4 - 6)
Thu, Feb 17	Reading Synthesis 2: Planning
Thu, Feb 24	Case Study 2: For This We Get A Master's Degree?
Thu, Mar 3	Reading Synthesis 3: Organizing
Sat, Mar 5	Section 3 Quiz - Organizing (Chapters 7 - 9)
Thu, Mar 10	Exercise 2: The Madisonville Public Library
Thu, Mar 24	Reading Synthesis 4: Human Resources
Sat, Mar 26	Section 4 Quiz - Human Resources (Chapters 10 - 12)

Thu, Mar 31	Case Study 3: Differential Treatment
Thu, Apr 7	Reading Synthesis 5: Leading
Sat, Apr 9	Section 5 Quiz - Leading (Chapters 13 - 17)
Thu, Apr 14	Case Study 4: A Difficult Decision
Thu, Apr 21	Case Study 5: Is this a public library or a refuge for the homeless?
Sat, Apr 23	Sections 6 & 7 Quiz - Coordinating & Managing in the Twenty-First Century
Thu, Apr 28	Reding Synthesis 6: Coordinating and Managing in the 21st Century