

INFO 5300.007,002 Management of Information Agencies

Syllabus for Spring Semester 2019

Instructor

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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 Goals

Students will be introduced to the basic concepts and problems of management as they apply to the unique world of the information agency. Students will develop a basic understanding of the tools and techniques available to modern managers and an awareness of ethical and humane issues.

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 (Module 1 and 2).
- Describe and discuss the basic management functions of planning, organizing, human resources, leading, and coordinating, and how they interrelate (Modules 1 -6, Quiz Assignments 1-6).
- Discuss the most common functions that managers perform and the roles that managers play in organizations (Module 1).

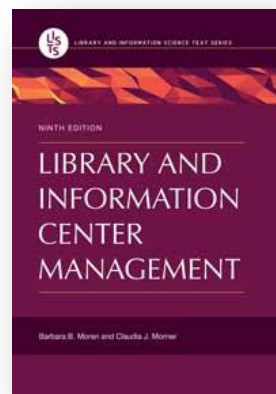
- Know the basic parts of the strategic planning process and be familiar with the process of decision making (Module 2).
- Discuss the organizational structures and the fundamentals of organization, understand the importance of reorganizing, and be able to explain organizational culture and its importance (Module 3).
- Be familiar with system of staffing, human resource function, and issues of human resources management in information organizations (Module 4).
- Understand the importance of human element in organizations, describe importance of motivation in the workplace, and discuss the professional ethical issues and role of team work in information organization settings (Module 5).
- Understand role and instruments of evaluation in strategic planning, know the budget process, get familiar with fund-raising and grant-writing process of information organizations, and describe the effects of a rapidly changing environment on the management of libraries and information centers (Module 6).
- Apply analytical and problem solving skills to management case studies (Case Study Assignments).
- Critically evaluate professional and academic literature on the course topics (Reading Synthesis assignments).
- Critically evaluate peer work and provide comments clearly in forms and styles appropriate for the information professions, audiences and purposes they serve (Course assignments).

Textbook

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**

The text is available through the UNT Bookstore, ABC-CLIO, Amazon, etc.

<https://www.abc-clio.com/ABC-CLIOCorporate/product.aspx?pc=A5352>



Class Schedule

The class schedule will generally follow the format of the textbook. **All assignments are due by**

11:59 p.m. Central Standard Time (CST) on the date indicated on the course assignments calendar, always due on a Tuesday and/or a Thursday. Absolutely no late work will be accepted unless approved by the instructor prior to the assignment due date.

Course Requirements and Evaluation

A=90-100 Excellent work that goes beyond the stated course requirements (i.e., participation, insights, consistent excellence in content and presentation).

B=80-89 Good work that meets all stated course requirements.

C=70-79 Generally poor work that does show some effort at meeting course requirements.

D=60-69

F=59 and below

Note: Canvas LMS enables faculty to track whether and when students visit various areas of the course site, times and durations of visits, number and category of items read, and number of posts. This information may be reviewed in determining the grade for the course.

Grade Options

Incomplete

The UNT Graduate Catalog describes and explains grading policies. A grade of Incomplete (I) will be given only for a justifiable reason and only if the student is passing the course. *The student is responsible for emailing the instructor to request an incomplete and discuss requirements and a specific date for completing the course.* If an incomplete is not removed within the time frame agreed to by instructor and student or within one calendar year from the time the incomplete is assigned, the instructor may assign a grade of F.

Withdrawal

The UNT Graduate Catalog describes and explains withdrawal policies and deadlines. The UNT semester course schedule lists specific deadlines. A grade of Withdraw (W) or Withdraw-Failing (WF) will be given depending on a student's course participation and grade earned to date. Please note that a student who simply stops participating in class and does not file a withdrawal form may receive an F.

Policies

ADA Accommodation

Anyone with a disability that will require accommodation under the terms of federal regulations must present a written accommodation request to the instructor by the second week of class. Copies of the school's ADA Compliance Policy, ADA Policy on Auxiliary Aids and Reasonable Accommodation, and the ADA Grievance Procedures are available through the main office of the School of Library and Information Sciences (ISB 205, telephone 940-565-2445). It is also recommended that you register with the Office of Disability Accommodation (University Union 318A, telephone 940-565-4323).

Academic Misconduct

Cheating and disciplinary action for cheating is defined by the UNT Policy Manual Code of Student Conduct and Discipline. Cheating is an act of academic dishonesty. It is defined and is to be handled as follows: Plagiarism and cheating refer to the use of unauthorized books, notes, or otherwise securing help in a test; copying tests, assignments, reports, or term papers; representing the work of another as one's own; collaborating, without authority, with another student during an examination or in preparing academic work; or otherwise practicing scholastic dishonesty. Academic dishonesty matters may first be considered by the faculty member who may assign penalties such as failing, reduction or changing of a grade in a test, course, assignment, or other academic work, denial of a degree and/or performing additional academic work not required of other students in the course. If the student does not accept the decision of the faculty member, he/she may have his/her case heard by the academic department chairperson or head for review of his/her case. If the student does not accept the decision of the academic department chairperson, he/she may then follow the normal appeal procedures listed in Disciplinary Procedures.

Class Conduct

Students are asked to contact instructors if they expect to submit work late or intend to withdraw from the course. Students participating in discussions are expected to exhibit positive interaction skills that demonstrate mutual respect for the ideas and approaches of others.

Assignments

Students are expected to submit all assignments to earn the computed course grade. **Each missing assignment will result in an automatic deduction of one grade level from the computed grade up to a failing grade.**

Canvas Learning Management System (LMS)

ACCESS & NAVIGATION

Technical Requirements

The following information has been provided to assist you in preparation for the technological aspect of the course. Be sure that your computer's software is updated in order to access the technology that is required for this course. Hardware and software necessary to use the University of North Texas' Learning Management System (LMS), Canvas:

1. PC: Windows XP with Service pack 3, Vista, 7
2. Mac: OSX or newer
3. Internet access
4. Headset/microphone/Speakers
5. Microsoft Office 2010, or newer, with Word and PowerPoint
6. Acrobat Reader
7. Scanner/Scanning software
8. Windows Media Player or other type of media players
9. JAVA
10. Sound card
11. 2 GB RAM (4 GB+ recommended)
12. 3GHz, or faster, processor
13. Most recent versions of multiple common Internet browsers compatible with Canvas may be necessary in order to better experience the course materials.
14. Browser and computer settings check: <http://www.unt.edu/helpdesk/students/>
15. Computer and Internet literacy:
Visit http://www.clt.odu.edu/oso/index.php?src=pe_comp_lit
16. Plug-ins necessary to access course materials and resources: <http://www.unt.edu/helpdesk/bblearn/>

Access and Log in Information

This course was developed and will be facilitated utilizing the University of North Texas' Learning Management System, Canvas. To get started with the course, please type *canvas.unt.edu* in your browser window and enter your UNT EUID and password to access your list of courses for the semester.

If you do not know your EUID or have forgotten your password, please go to: <http://ams.unt.edu>

As a student, you have access to the Canvas tutorials via the "Canvas Student Guide"

website <https://community.canvaslms.com/docs/DOC-10701>. It is recommended that you become familiar with the tutorials to better equip you to navigate the course.

Student Support

The University of North Texas provides student technical support in the use of Canvas and supported resources. The student help desk may be reached at:

Email: helpdesk@unt.edu; Phone: 940.565.2324 In Person: ISB Rm.119

Regular hours are maintained to provide support to students. Please refer to the Helpdesk website <https://www.unt.edu/helpdesk/> for updated hours.

How the Course is Organized

This course is structured around six (6) Modules. The folders for each module can be accessed from the Modules page from the main menu on Canvas.

Review the **Grading Rubrics Module** to familiarize yourself as to how assignments are graded. You are expected to submit ALL assignments when due. **Each missing assignment will result in letter grade lower than what you are earning up to and including a failing grade. If for some reason you must submit an assignment late, it is in your best interests to contact me to discuss.**

Each reading synthesis assignment has a limit of a 500 word-count synopsis of the assigned articles, sans the citations at the end of your synthesis. When you use parenthetical citations in the text of your synthesis, be sure to adhere to 6th edition of the APA manual. See <https://tgs.unt.edu/sites/default/files/APA%20Format.pdf> for examples.

COURSE REQUIREMENTS

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

1. Completion of readings: Reading Synthesis (6), Case Studies (3), and Exercises (2).
2. The submission of graduate level work.
3. Students are expected to conduct themselves in a professional manner. This includes being prepared for all class assignments, being flexible to unforeseen changes in schedules and assignments.
4. This course is taught *completely online*. Students are encouraged to follow netiquette or appropriate online behavior. Please review the examples of the netiquette guidelines available from the following websites:
 - <https://www.howardcc.edu/programs-courses/academics/onlinelearning/faq/netiquette.html>

- <https://tilt.colostate.edu/teachingResources/tips/tip.cfm?tipid=128>

Attendance

“Attendance” is mandatory, meaning that you must check in to the class often to read posts and get announcements—log in at least once daily. If you do not check in, you will miss posts and notices by the instructor and other students that might help clarify the assignments or give important information about upcoming due dates, etc. **It is your responsibility to keep a calendar handy so that you do not miss deadlines for assignments. Do not rely on the course calendar. You are responsible for making your own calendar.**

Timeline

Use the Syllabus to find out the due dates for assignments, graded discussion posts, and quizzes. You are welcome to work on tasks ahead of the scheduled times and submit them before the deadlines (revisions prior to the deadline are fine--only the last revision before the deadline will be graded). All tasks are designed to highlight the module content. The Calendar also provides a list of due date for each course task.

Course Communication

The course uses online communication tools in Canvas: course email and discussion forums. The course instructor will make every attempt to respond to your emails 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.

The Canvas email tool functions much like any other kind of email. One can send individual and group emails to the course members. The content of Discussion Forums is accessible to all students in the course.

Feel free to use the *Breakroom discussion forum* for posts related to the course subject and professional topics, useful resources, interesting facts, other helpful information you wish to share with the class. Keep in mind that you are not allowed to give answers to test questions and assignments or post comments that can be perceived negatively.

ASSESSMENT & GRADING

Grading Formula: Total Points = 1,900

One Assignment = 10% of final grade (100 points)

Six Quizzes = 20% of final grade (600 points)

Twelve Graded Discussions: 6 Reading Synthesis, 4 Case Studies, 2 Exercises = 70% of final grade (1100 points)

Grading scale

Your course grade will be 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.**

When working with technology, it is never a good idea to wait until the last minute! Canvas can cause problems at times. You are encouraged to start your assignments early and submit well before the deadline.

Due Dates

Use the **Syllabus, Course Guide with Assignment Due Dates** in the **Modules tab of the course menu in Canvas**, or the **Course Calendar** to find the due dates for assignments, graded discussion posts, and quizzes. You are welcome to work on tasks ahead of the scheduled times (except for quizzes) and submit them before the deadlines (*revisions prior to the deadline are fine--only the last revision before the deadline will be graded*). All tasks are designed to highlight the module content.

All postings and submissions are due at 11:59 p.m. Central Time on the due date, which is always a Tuesday and/or a Thursday.

Assignment Submission Instructions

1. **Files and discussion assignment subject line must have the following naming convention: LastName_assignment** meaning your last name and the assignment title with number (Example: Smith_Case Study 1). (Note: if someone else in the class has the same last name, add your first initial after your last name.)
2. **Your full name must be included at the top of every document.** Deductions will be taken for submitting assignments in the wrong file format, spelling and grammatical errors that interfere with comprehension, and failure to use the correct file naming convention.
3. The Reading Synthesis Assignments must include parenthetical citations in APA style. Be sure to copy/paste the article citations used for each assignment. This does not pertain to the Case Studies or the Exercise Assignments.

Posting Grades for Student Work

Grades will be posted on the “Grades” page accessed from the course menu in Canvas.

Course Evaluation

At the end of the semester, students will complete the SPOT course evaluation to evaluate the class. In addition, the instructor may choose to administer a course reflection as a supplemental course evaluation.

SCHOLARLY EXPECTATIONS

UNT POLICIES

From the UNT Student Code of Conduct:

Academic dishonesty – plagiarism. The term “plagiarism” includes, but is not limited to (a) the knowing or negligent use by paraphrase or direct quotation of the published or unpublished work of another person without full and clear acknowledgement and (b) the knowing or negligent unacknowledged use of materials prepared by another person or by an agency engaged in the selling of term papers or other academic materials.

Plagiarism is copying by retyping, cutting and pasting, or paraphrasing. In this course, beware of the following:

1. Do not quote or paraphrase published sources without explicit reference to the original work. Information used or quoted from other sources must contain a citation, whether

the source is a print or electronic source.

- APA Style: <http://www.apastyle.org/learn/tutorials/basics-tutorial.aspx>
 - Owl Purdue: <http://owl.english.purdue.edu/owl/resource/560/01/>
2. Do not insert parts of another students' work into your own work. That student trusts you to respect his/her intellectual product.
 3. Do not copy and paste parts of the course material into your work.

Academic Integrity

You are encouraged to become familiar with the policies of Academic Integrity. These are available at <https://facultysuccess.unt.edu/academic-integrity>

If you are in doubt regarding the requirements, please consult with the course instructor before you complete any requirements of the course.

ADA Policy

The University of North Texas makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may request accommodations at any time, however, ODA notices of 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 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 accommodation 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, see the Office of Disability Accommodation website at <http://disability.unt.edu/> You may also contact them by phone at 940-565-4323.

Code of Conduct

"The primary concern of the University of North Texas is the student. The university attempts to provide for all students a campus environment that is conducive to academic endeavor and social and individual growth. To that end, rules, regulations and guidelines governing student behavior and the student's relationship with the university have been formulated into a student code of conduct and discipline.

Enrollment at the University of North Texas is considered implicit acceptance of these and other policies applicable to students, all of which are educational in nature and designed to help students understand expectations and accept responsibility for their own actions." Please take the time to read and become aware of the UNT Code of Conduct at

<http://deanofstudents.unt.edu/conduct>

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 at <https://www.ice.gov/sevis/practical-training>. The specific portion concerning distance education courses is located at "Title 8 CFR 214.2 Paragraph (f)(6)(i)(G)" and can be found buried within this document: https://www.ecfr.gov/cgi-bin/text-idx?rgn=div5;node=8%3A1.0.1.2.18#se8.1.214_12

The paragraph reads:

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 online or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the course. An online 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 semester
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 (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,

the student 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.

COURSE POLICIES

Penalties for Plagiarism

Plagiarism is illegal, unethical, and unacceptable. Any instances of plagiarism in student work will result in the following penalties: First offense: Grade of zero for the assignment. Second offense: Final course grade reduced by one complete grade. Third offense: Assignment of F (Fail) for final course grade.

Quiz Policy

All quizzes are *open-book* and must be submitted by the due date. If you lose your internet connection during the quiz, you should contact the Student Help Desk and document the remedy ticket number before contacting the instructor with the ticket number.

Incompletes

A grade of “Incomplete” will not be assigned for this course.

Drop Policy

To officially withdraw or drop this course, the student must notify the instructor, the INFO office, and the UNT Registrar. You are not officially dropped until the instructor approves it and the registrar processes it. Denied access to Blackboard does not insure that you are dropped by the Registrar. It is your responsibility to insure that the process is complete. A student who does not participate and does not officially withdraw will receive an F in the course.

Attendance Policy

Students are expected to check into class and read announcements and the discussion boards at least once a day. The instructor is able to track student attendance.

Syllabus Change Policy

There are instances when the instructor may need to change the assignments, grading criteria, and/or assignment due dates listed in this syllabus. If this becomes necessary, the instructor will immediately notify students of the changes via the “Announcements” section as well as

through Canvas email.

Copyright Notice

Some or all of the materials on this course website may be protected by copyright. Federal copyright law prohibits the reproduction, distribution, public performance, or public display of copyrighted materials without the expressed and written permission of the copyright owner, unless fair use or another exemption under copyright law applies.

The materials on this site are provided solely for the use of students enrolled in this course, and for purposes associated with this course; except for material that is unambiguously and unarguably in the public domain, these materials may not be retained or further disseminated.

Any students who use university equipment or services to access, copy, display, perform, or distribute copyrighted works (except as permitted under copyright law or specific license) will be subject to appropriate disciplinary action by the university as well as to those civil and criminal penalties provided by federal law.

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

Acknowledgement

Special thanks and appreciation go to Professor Toby Faber for development of the course and to Dr. Maurice B. Wheeler for support provided in getting the course ready.