

# **INFO 5300.402/4300.402**

## **Management of Information Agencies**

### **Syllabus for Summer 2025 5W2 Session**

#### **Instructor**

**Toby Faber, Adjunct Professor, Retired**

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- MS Library Science, 2004
- Adjunct Professor for the UNT College of Information, Department of Library and Information Sciences 2005 to present
- Courses taught: Library Management, Library Automation, Cataloging, Telecommunications
- K12 School Library implementations: Chiang Mai, Thailand (2006); Tirana, Albania (2008); Kyiv, Ukraine (2010); Cusco, Peru (2011); Moscow & St. Petersburg, Russia (2012)
- UNT College of Information - Director of Advising and Admissions 2005 - 2016
- Tarrant County College AAS in Information Technology Advisory Board member 2013 - 2015
- Prior Lewisville Texas Library Board member and past Chair 2004 - 2016

#### **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

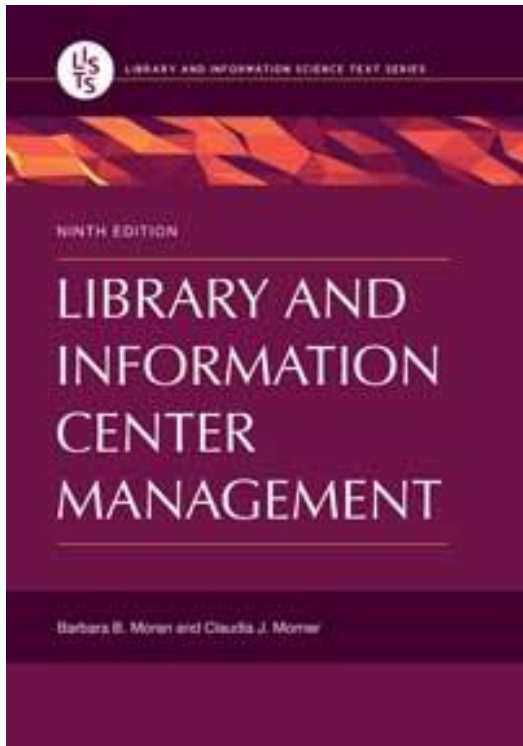
Upon completion of this course, students should be able to:

- Identify and compare the various historical approaches to management as applied to libraries and information centers
- 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
- Describe and discuss the effects of a rapidly changing environment on the management of libraries and information centers

## Course Textbook

The required text for this course is:

Moran, Barbara B. and Morner, Claudia J. 2017.<sup>[[SEP]]</sup> [Library and Information Center Management](#). 9th edition, CO: Libraries Unlimited<sup>[[SEP]]</sup> ISBN-13: 978-1440854477 (pbk.) The text is also available as an eBook. Available through the UNT Bookstore, ABC-CLIO, Amazon, etc.



## **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. Absolutely no late work will be accepted unless approved by the instructor prior to the assignment due date.**

## **ASSESSMENT & GRADING**

### **Grading Formula: Total Points = 1,800**

- 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)

### **Grading scale**

You will be graded according to the following grading scale: \*

- 1620 - 1800 points = A (90% to 100%)
- 1440 - 1619 points = B (80% to 89%)
- 1260 - 1439 points = C (70% to 79%) \*\*
- 1080 - 1259 points = D (60% to 69%)
- F = 59% or below 1080 points

**\*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.

## **Grade Options**

### **Incomplete**

The 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 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**

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.

### **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.**

### **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 go to **Error! Hyperlink reference not valid.**

You will need your EUID and password to log in to the course. If you do not know your EUID or have forgotten your password, please go to: <http://ams.unt.edu>[Links to an external site.](#)

As a student, you have access to the Canvas tutorials via the "[Canvas Student Guide](#)" website. 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](mailto: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 [UNT Help Desk](#) website 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.

The main menu for the course is located on the left side of the course website.

1. Check the [Announcements](#) page daily!
2. General course information may be found in this [Syllabus](#) section.
3. Communicate directly with Professor Faber with a message from the **Error! Hyperlink reference not valid.** button in the left-hand (gray) menu.
4. Materials needed to successfully complete course activities are available in each of the course module folders located on the [Modules](#) page.
5. Quizzes are located on the [Quizzes](#) page.
6. A variety of documents and links are provided on the **Course Resources** page.
7. Grades will be posted on the **Grades** page.

Review the [Grading Rubrics Module](#) to familiarize yourself as to how assignment 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 due to extenuating circumstances, contact me to discuss.**

If you use parenthetical citations in the text of your assignments, be sure to adhere to 7th edition of the APA manual.

## **COURSE REQUIREMENTS**

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

1. Completion of readings: Case Studies (5), and Exercises (2).
2. Completion of the six (6) quizzes taken from the 7 distinct sections of the textbook.
3. The submission of graduate level work.
4. 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, and exhibiting proper online etiquette. See examples of [proper online etiquette](#). In addition, it is expected that each student will show a high amount of self-initiative in locating the additional reading material if necessary for this course. This is part of being a librarian and information scientist. This means that students should be willing to go to the university library (or university library website), the public library, or school libraries, and conduct research online to complete assignments, as needed. It is the student's responsibility to locate appropriate literature to complete all assignments.

Although this course may seem self-paced because of the lack of scheduled face-to-face class meetings, there are, in fact, timelines that must be followed.

## **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.**

## **COVID-19 Impact on Attendance**

**While attendance is expected as outlined above, it is important for all of us to be mindful of the health and safety of everyone in our community, especially given concerns about COVID-19. Please contact me if you are unable to attend class because you are ill, or unable to attend class due to a related issue regarding COVID-19. It is important that you communicate with me prior to being absent so I may decide about accommodating your request to be excused from class.**

If you are experiencing any [symptoms of COVID-19](#), please seek medical attention from the Student Health and Wellness Center (940-565-2333 or [askSHWC@unt.edu](mailto:askSHWC@unt.edu)) or your health care provider PRIOR to coming to campus. UNT also requires you to contact the UNT COVID Hotline at 844-366-5892 or [COVID@unt.edu](mailto:COVID@unt.edu) for guidance on actions to take due to symptoms, pending or positive test results, or potential exposure. While attendance is an important part of succeeding in this class, your own health, and those of others in the community, is more important.

## **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.

## **Communications**

The Q & A Forum discussion board may be used to ask and answer questions that may be of interest to other classmates. Please send personal concerns or questions to the instructor with a message from the **Inbox** button in the left-hand (gray) menu; this

tool may be used to communicate directly with other students in the course. Students can expect to receive a response to questions for the instructor within 24 hours on working days.

Students should not wait until the day before assignments are due to request assistance with assignments. Please be aware that the instructor will not be able to respond to “last minute” requests for assignment clarification, and students may encounter unforeseen problems with their internet provider, software, or hardware. Therefore, students are encouraged to develop communication networks with other class members via electronic communication vehicles, such as the email system within class and discussion boards. Students should consider the communication parameters about due dates.

Students are responsible for reading discussion posts per the Grading Rubric on the Course Overview Modules page. Tips and other important information from the instructor can be found on the **Announcements** page, the **General Discussion** board, or a direct message to your **Inbox**. There are separate boards to post your six graded discussions. Feel free to use the General Questions discussion board to have discussions with each other about various topics of your choice. Keep in mind that you are not allowed to give answers to test questions and assignments or post comments that can be perceived negatively.

## **Norms**

Welcome to online learning! Although the dynamics are different than those in a classroom with all of us meeting together at the same time, it's still important to have some norms to observe during this course:

1. **Be prepared** (complete all readings, assignments, and discussion posts before the due date)
2. **Remain engaged** (your classmates will find your contributions helpful!)
3. **Remain Respectful** (while lively discussions may arise around controversial topics, like banned books, this course is not a forum for politics and the like--librarians adhere to the principles of intellectual freedom)

4. **Be respectful** of the questions, comments, and views of fellow classmates (in fact, invite and encourage the participation of all classmates in this course!)

### **Tips for Success**

- **Back up all work:** It is a (very) good idea to complete your work in a Word document first before copying/pasting into Canvas (discussion post, email, assignment, etc.) That way, you will not lose your work if the system is interrupted, and you will have a backup of your work. Consider opening a cloud-based storage account for saving your coursework throughout your program (Dropbox, OneDrive, iCloud, etc.) Your coursework will be helpful as you prepare for the End of Program (EOP) exam.
- **Keep up with the course requirements and complete them on time:** Although the due dates for all assignments related to a particular module are the same, it's a good idea to pace yourself so that you are not overwhelmed by the number of items due on the same day.
- **Sign in to Canvas daily:** Catch up on posts from classmates, teaching assistant, or instructor; otherwise, you will likely miss important information.
- **Participate actively in the course:** Engage with the content in each module, ask questions, and provide feedback to classmates. If you have course-related questions, use the General Questions discussion board, or message Professor Faber directly from your **Inbox**--messages checked regularly.
- **BE SURE assignments are submitted to the correct Discussion Board.**

### **Due Dates**

Use the Syllabus, Course Guide with Assignment Due Dates on the Modules Board, 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.

### **Graded Discussion Postings**

- Posts must include required elements as stated in the instructions listed on the Canvas course website.
- Posts must indicate that the student has examined the readings and can articulate and apply concepts.
- ALL Graded Discussion posts require that you reply to other students' posts, per the grading rubric; replies must be thoughtful, well stated, and thorough. Simple responses such as "I agree" or "you said exactly what I was going to say" are not sufficient to receive credit.

### **Quizzes**

Quizzes are available for completion during the duration of the module period and can be taken at any time during that window. Pay close attention to the opening and closing dates/times so you don't fail to complete the quiz. You may use your book and course materials to help you with the quizzes.

You can access quizzes by clicking the Quizzes link on the course menu. Please read the on-screen instructions carefully before you click "Begin Assessment." After your quiz is submitted, you can click the "OK" button at the bottom right to review your exam results.

### **Posting Grades for Student Work**

Grades will be posted on the "Grades" page accessed from the main menu toolbar to the left.

### **Course Evaluation**

Students will complete the course evaluation at the end of the semester 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:

- 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](#)
  - [Owl Purdue](#)
  - [UNT Libraries](#)
- Do not insert parts of another students' work into your own work. That student trusts you to respect his/her intellectual product.
- 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 the [UNT Academic Integrity](#). If you are in doubt regarding the requirements, please consult with me 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 Accessibility (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](#) or call 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](#).

### **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. The specific portion concerning [distance education courses](#) is located at "Title 8 CFR 214.2 Paragraph (f)(6)(i)(G)".

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:

- Submit a written request to the instructor for an on-campus experiential component within one week of the start of the
- 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). 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](mailto: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 ensure that you are dropped by the Registrar. It is your responsibility to ensure 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 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 contact the UNT Student Help Desk: [helpdesk@unt.edu](mailto: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.