

LIS 9005 Managing and Working in Information Organizations
MLIS Program, Faculty of Information & Media Studies, Western University
Fall 2021

Course Information

Online Course: Sept 8th – Dec 14th 2021

Time: Asynchronous. New weekly course material added on Tuesday mornings at 9:00am.

Enrollment in this course is restricted to graduate students in the Masters of Library and Information Science program.

Instructor Information

Instructor: Dr. Davin Helkenberg

Email: dhelkenb@uwo.ca

“Office” Hours: Zoom appointments available by request on Mondays.

I check my e-mail regularly and will respond within 24 hours unless otherwise specified. I may not respond on weekends, except when major assignments are due. Please keep in mind that I am located in the PST time zone, 3 hours behind local London time.

COURSE DESCRIPTION

This course offers a critical perspective on issues involved in managing and working in contemporary information organizations. Students will be introduced to theory and practice in organizational design and culture, strategic planning, financial management, human resources, labour-management relations, policy and ethical challenges, leadership, and communication.

COURSE OUTCOMES

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

1. Understand, apply and evaluate theories of and approaches to management and organizational science in the context of information organizations (Program-level learning outcomes 1, 2, 5);
2. Communicate and collaborate effectively with others including users, colleagues, employers, and members of the community (Program-level learning outcomes, 4, 6, 9);
3. Apply legal, policy, regulatory and ethical frameworks relevant to the context of information organizations (Program-level learning outcomes 1, 2, 3, 5);
4. Demonstrate an awareness of professional values and standards (Program-level learning outcomes 3, 7);
5. Engage with ambiguity and change in the spirit of intellectual inquiry (Program-level learning outcomes 1, 2, 3, 5);
6. Develop awareness of the overarching social responsibility and power associated with the practice of library and information science (Program-level learning outcomes 1, 2, 3, 4, 5, 9)

COURSE MATERIALS

All required materials are available electronically through OWL within the Resources tab or directly in each week's module. The great majority of readings are also available through the Western Libraries catalogue (<http://lib.uwo.ca>) and the internet. Assigned book chapters have been scanned for you wherever possible or online access is provided.

COURSE REQUIREMENTS

Expectations

The course will be structured primarily as an asynchronous learning experience where students work individually or in groups (i.e. forum participation). Students will be required to meet with assigned groups for group assignments at times decided by the group. Students should expect to spend *a minimum* of 8-10 hours per week on assignments, reading (i.e., assigned reading, research), and viewing and listening to resources.

Students are expected to read the required readings and complete the modules (any written or audio-visual lecture materials) in each week of the course, regardless of whether something is due or not that week. Students are responsible for this content.

Methods of Evaluation (Tentative)

All assignments are always due no later than 11:55pm Monday evenings. All work will be submitted through OWL.

- Module Activities: 5 throughout term x 5% = 25%
- Community of Practice Meetings and Reports: Weeks 4, 8, 12 (3 x 5%) = 15%
- Crisis Communication Assignment: Week 6 = 15%
- Team Assignment: Week 10 = 25%
- Planning and Budgeting Case Study: Week 14 = 20%

SCHEDULE OF CLASSES

Each week the class modules will go live Tuesdays at 9:00am, so the schedule reflects a Tuesday-Monday weekly cycle.

Weekly Topics (tentative):

1. Introduction to Managing and Working in Info Orgs
2. Approaches to Management
3. Organizational Structure
4. Information Professionals and Managers
5. Working with Stakeholders
6. Organizational Culture
7. Dimensions of Communication
8. Human Resources

9. Research Week – No Content
10. Workplace Legislation, Diversity, Inclusion, Ethics
11. Planning and Budgeting
12. Measuring and Demonstrating Impact
13. Politics, Professional Issues, Critical Perspectives
14. Wrap Up

COURSE POLICIES

Grading

Grading follows the [grading guidelines published in the MLIS Graduate Student Handbook](#).

Late Assignments and Extensions

Late papers will receive a 5% penalty per day including weekends. All requests for extensions will be considered if you notify me by e-mail *in advance* of the due date.

Need an extra 24-48 hours to finish an assignment? This is not a problem, but I do ask that you get in touch with me by e-mail *in advance* of the due date. *If I do not hear from you, I will assume that you are accepting the late penalty.* If you require ongoing flexibility, formal accommodation, or longer extensions, please notify me and discuss your options with Brandi Borman (bborman@uwo.ca).

Accessible Education Western (AEW)

Western is committed to achieving barrier-free accessibility for all its members, including graduate students. As part of this commitment, Western provides a variety of services devoted to promoting, advocating, and accommodating persons with disabilities in their respective graduate program.

Graduate students with disabilities (for example, chronic illnesses, mental health conditions, mobility impairments) are strongly encouraged to register with Accessible Education Western, a confidential service designed to support graduate and undergraduate students through their academic program. With the appropriate documentation, the student will work with both AEW and their graduate programs (normally their Graduate Chair and/or Course instructor) to ensure that appropriate academic accommodations to program requirements are arranged. These accommodations include individual counselling, alternative formatted literature, accessible campus transportation, learning strategy instruction, writing exams and assistive technology instruction.

Statement on Academic Offences

Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a scholastic offence in the [UWO Academic Handbook](#) or [Academic Offences in the MLIS Student Handbook](#).

Support Services

Students who are in emotional/mental distress should refer to [Western's "Health and Wellness"](#) website for a complete list of options about how to obtain help.