

1. Course Information

GRADLIS 9005L-650: Managing and working in information organizations Summer 2022

Synchronous sessions Tuesdays 6:30-8:30, on Zoom.

2. Instructor Information

Pam McKenzie, pmckenzi@uwo.ca.

Teaching Assistant: to be confirmed.

3. 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; human resources; labour-management relations; individual and group communication; legal, ethical, and policy challenges; leadership; career development; budgeting; strategic planning; evaluation.

Course-level Learning Outcomes aligned with the program's learning outcomes

Upon successful completion of readings, assignments, and class participation, students will be able to:

1. Understand, apply and evaluate theories of and approaches to management and organizational studies 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. Apply professional values and standards in professional practice in information organizations (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)

Enrollment restrictions: Enrollment in this course is restricted to graduate students in the Master of Library and Information Science program, as well as any student that has obtained special permission to enroll in this course from the course instructor as well as the Graduate Chair (or equivalent) from the student's home program.

Course format: The course will run fully online, using a "flipped classroom" blend of synchronous and asynchronous activities. Students are expected to watch videos and complete readings, assignments, and preparatory individual activities before joining the synchronous online class on Tuesdays 6:30-8:30. The majority of each synchronous session will consist of in-class time, in which we'll engage in collaborative small-group and full-class activities and discussion. This will be followed by an office hour for which students may stay to ask questions, talk informally, and/or work in small groups.

Course timeline: Following a one-week introduction, the course is organized into five interrelated modules

1. Course overview and instructor and student introductions
Module 1: Approaches to management and organizational structure (2 classes)
2. Sensemaking and approaches to management
3. Organizational structure
Module 2. Organizational Processes and Flows (2 classes)
4. Working and communicating with stakeholders
5. Information professions, the information workforce, credentialing and competencies.
Module 3. Communication and culture (3 classes)
6. Individual differences and Working in teams
7. Organizational communication and workplace culture
8. Interpersonal dimensions, conflict resolution
Module 4. Human Resources (3 classes)
9. Staffing: hiring and EDID, working in a unionized environment
10. Career progression, motivation and leadership
11. Labour and employment law
Module 5. Strategy (2 classes)
12. Planning and budgeting; setting organizational goals and priorities
13. Assessing outcomes; measuring and demonstrating impact

Course requirements: To complete this course you must participate in all virtual modules, read required readings, participate in class activities, and do the following assignments:

1. External/crisis communication case study
2. Team assignment
3. Hiring committee case study
4. Planning and budgeting case study
5. Course preparation, engagement, and learning self-assessment

4. Course Materials

All materials will be available electronically via OWL or library reserves. Some will also be available in hard copy in the FIMS Graduate Library.

5. Methods of Evaluation

1. External/crisis communication case study due 6:00 PM June 7 20%
2. Team assignment due 6:00 PM July 5 30%
 - Three group-graded components
 - a) Team documents (e.g., strengths inventory showing distribution of tasks, team contract) (5%)
 - b) Presentation (10%)
 - c) Brief report (10%)
 - One individually-graded component
 - a) Self/team assessment (5%)
3. Hiring committee case study 20%

- a. Individual assessment due 6:00 PM July 12
- b. Reflection on in-class discussion due 6:00 PM July 19
- 4. Planning and budgeting case study due 6:00 PM August 9 25%
- 5. Course preparation, engagement, and learning (feedback on each component, graded end of term only) 5%
 - Initial goal-setting exercise due 6:00 May 10
 - Midterm self-assessment due 6:00 PM June 21
 - End-of-term self-assessment due 6:00 PM August 9

6. 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, at the following Web site:

http://www.uwo.ca/univsec/pdf/academic_policies/appeals/scholastic_discipline_grad.pdf

Information academic appeals and discipline: More information is available at this link:

<https://grad.uwo.ca/administration/regulations/13.html>

7. Support Services

Health/Wellness Services: Students who are in emotional/mental distress should refer to Mental Health@Western <http://www.uwo.ca/uwocom/mentalhealth/> for a complete list of options about how to obtain help.

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 (AEW)**, 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.