

1. Course Information

GRADLIS 9005A-650: Managing and working in information organizations Summer 2023

Synchronous sessions Thursdays 6:30-8:30, on Zoom. Synchronous class lengths will vary; this period will include both class time and optional office hours.

2. Instructor Information

Pam McKenzie, pmckenzi@uwo.ca

Teaching Assistant: Sam Vander Kooy

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 course requirements, 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 in a "flipped classroom" blend of asynchronous and synchronous online activities. Students are expected to watch videos and complete readings, assignments, and preparatory individual activities before joining the class on Thursdays 6:30-8:30. The majority of each synchronous session will consist of in-class time. Each student will be assigned to a Community of Practice, a small group they will work with throughout the semester. In class, we'll engage in collaborative Community of Practice and full-class activities and discussion. This will be followed by an

optional office-hour period 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 introduction

Module 1. Organizational Processes and Flows (2 classes)

2. Working and communicating with stakeholders

3. Information professions, the information workforce, credentialing and competencies.

Module 2: Approaches to management and organizational structure (2 classes)

4. Sensemaking and approaches to management

5. Organizational structure

Module 3. Communication and culture (4 classes)

6. Working in teams

7. Organizational communication and workplace culture

8. Interpersonal dimensions, conflict resolution

9. Motivation, leadership, giving and receiving feedback

Module 4. Strategy (2 classes)

10. Planning and budgeting; setting organizational goals and priorities

11. Assessing outcomes; measuring and demonstrating impact

Module 5. Human Resources (3 classes)

12. Staffing: hiring and EDID, working in a unionized environment

13. Labour and employment law

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

To complete this course, you must complete asynchronous content including viewing lectures and completing readings and activities, participate in synchronous class activities, and complete the following assignments. Assignments are due 30 minutes before class begins (at 6 PM on Thursdays) with one exception, highlighted below.

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| 1. External/crisis communication case study due 6:00 PM May 25 | 20% |
| 2. Team assignment (with your Community of Practice) due 6:00 PM July 6. | 25% |
| • Three group-graded components | |
| a) Team process documents (5%) | |
| b) Presentation (7.5%) | |
| c) Brief report (7.5%) | |
| • One individually-graded component | |
| a) Self/peer assessment (5%) | |
| 3. Planning and budgeting case study | 25% |
| a. Initial pitch for feedback from Community of Practice (ungraded, due 6:00 PM July 13) | |
| b. Final assignment due 6:00 PM July 27 | |

4. Appointments Committee case study 20%
 - a. Initial assessment due 6:00 PM August 3
 - b. Reflection on Community of Practice discussion due by **5 PM Friday, August 4.**
5. Preparation, engagement, and learning (feedback on each component, graded end of term) 10%
 - Initial goal-setting exercise due 6:00 May 11
 - Midterm self-assessment due 6:00 PM June 22
 - End-of-term self/peer assessments due 6:00 PM August 11

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.