

The University of Western Ontario
Faculty of Information and Media Studies
LIS 9005: Working and Managing in Information Organizations
Course Syllabus Winter 2024

Instructor

Name: Dr. Karen Nicholson (she/her)

Office Hours: Friday immediately after class or online by appointment

Email: knicho28@uwo.ca

Course Information

Time: Fridays 9:30-12:20 in person

Course Website: GRADLIS 9005A 002 in OWL

TA: Belonwu Ezenwa

TA Office Hours: TBA

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.

Upon successful completion of this course, 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).

Enrolment Restrictions

Enrolment in this course is restricted to graduate students in the MLIS program, as well as any student that has obtained special permission to enrol in this course from the course instructor as well as the Graduate Chair (or equivalent) from the student's home program.

Course Materials

Readings are assigned on a weekly basis, as indicated below, and are available through OWL or Western Libraries.

Attendance

Attendance at and timely arrival to all classes is expected and will be monitored each class (See the *MLIS Student Handbook* for details). Students needing to negotiate legitimate absences need to inform the instructor in advance in order to arrange for make-up work. In case of emergency absences, students must contact the instructor as soon as possible afterwards.

Statement on Academic Offences

For information appeals and discipline for graduate students, consult the regulation on [Scholastic Discipline and Academic Appeals](#). With the exception of group assignments, you are expected to submit your own independent, original work. Re-using your own work, in whole or in part, from other courses is an academic offence and will result in academic penalties, including a reduced or failing grade on your assignment. Plagiarizing the work of others, in whole or in part, is also an academic offence and will result in academic penalties, including a failing grade on an assignment, a failing grade in the course, or expulsion.

Scholastic offences are taken seriously and students are directed to read [the appropriate policy](#), specifically, the definition of what constitutes a Scholastic Offence.

MLIS Grade Guidelines and Late Assignments

The *MLIS Student Handbook* contains criteria used to grade assignments. Unless we have agreed to an extension, late assignments will be penalized at 5% per day. Assignments submitted more than five days late will not be accepted.

Health & Wellness Services

- Students who are in emotional/mental distress should refer to [Mental Health@Western](#) for a complete list of options about how to obtain help.
- The [Writing Support Centre at Western](#) offers a number of workshops for graduate students.
- [Learning Development & Success](#) offers workshops and individual appointments on topics such as transitioning to grad school, time management, delivering effective presentations, and reading.
- The [FIMS Graduate Library staff](#) are knowledgeable and approachable and can help with all things research. I'm also happy to suggest additional readings or resources for assignments.
- [Chris Circelli](#), Manager, Graduate Student Services at FIMS, is available for academic counselling regarding a variety of concerns, including individual difficulties with workload, time management, attendance, finances, personal issues and other obstacles that impinge upon academic performance.

Accessible Education Western

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.

Accommodations

If you require academic, medical, or compassionate accommodation, please contact [Chris Circelli](#), Manager, Graduate Student Services. For religious accommodation, please contact the instructor. More information is available on the [Academic Accommodation and Consideration](#) page on the FIMS intranet (login required).

Methods of Evaluation (Course Requirements & Assignments)

In order to successfully complete this course, you must:

- Complete the required readings and be prepared to discuss them in class
- Attend class regularly
- Engage in collegial and respectful dialogue with your classmates and the instructor
- Be open to new ideas and perspectives

You must also complete the following assignments:

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| ● Short Paper | 20% (individual) |
| ● Team Presentation + Handout | 25% |
| ● Recruitment Assignment | 20% (10% individual, 10% group) |
| ● Reflection | 5% (individual) |
| ● Project Management Assignment | 20% (individual) |
| ● Participation | 10%--incl. Reading Responses (5 x 1%) |

Tentative Schedule

Week	Topic	Assignments
Module I. The Big Picture: The Library Workplace		
1-January 12	Librarianship as a profession Professional competencies	
2-January 19	Libraries as Organizations Organizational Structures Working in teams (Team meet-up)	Reading Response #1
3-January 26	Managing and Leading	Short Paper
4-February 2	Organizational Culture and Leadership	Reading Response #2
Module II. On the Ground: Strategies, Processes, & Workflows		
5-February 9	Human Resources: Recruitment & Retention Unions & Collective Agreements	
6. February 16	Human Resources: Motivating Employees and Managing Performance	Reading Response #3
7-February 23	Reading Week (no class)	
8-March 1	Project Management	Recruitment Assignment
9-March 8	Budgeting	Team Presentations
10-March 15	Strategic Planning	Team Presentations
11-March 22	Change Management Frameworks in Practice	Reading Response #4 Team Presentations
12-March 29	Good Friday (no class)	Project Management Assignment
13-April 7	Managing Your Career	Reading Response #5 Reflection Assignment