Contact information: I prefer that you contact me via e-mail; my address is carrigan@uky.edu. If you wish to meet with me, please make a prior appointment and do so via e-mail. My office phone number is 859.257.3316 and address is 317 Little Fine Arts Library building. The School’s general phone number is 859.257.3317 and address is 320 Little Fine Arts Library building. I do not have office hours as such, because I am in my office most of the time, Monday-Friday 7:00am-4:00pm.

Graduate Assistant: Mary Hall is the Graduate Assistant in the course; her e-mail address is mary.hall@uky.edu

Course description: LIS603 is one of four core, or required, courses in the School of Library and Information Science master’s-degree program. The course description reads:

An introduction to the basic elements of management and how these are applied to the effective administration of information systems. Focus will be placed on two major roles in a system, the person who is supervised as well as the manager or supervisor. Examination of the functions of planning, organization, staffing and controlling as well as the theories of management and the effective use of these in an information system.

The course description is general, as course descriptions usually are, which gives the instructor discretion. However, even though the description is general, it refers to certain things that are to be covered in the course, e.g., “the functions of planning, organization, staffing and controlling as well as the theories of management….” Today, it is generally accepted there is a fifth function of management, leading, and it, too, will be covered in the course.

The Bulletin of the School of Library and Information Science includes the instructional objectives of the master’s program, a list introduced with the statement, “Upon completion of the master’s program in library and information science, graduates will:” Two on the list are especially relevant to this course; they are: “Be able to develop, manage and effectively use information systems, sources and services to serve clients.” and “Be familiar with the functions of management in organizations, and be able to apply management concepts and methods in effective problem solving and decision-making.”

Format: This will be primarily a lecture course. However, I encourage relevant discussion and have learned that student discussion adds to the value of the course for everyone.

Blackboard: Although this will be a conventional classroom-format course, certain materials will be available via Blackboard. In May UK switched to Blackboard 9, and people report problems with it. If you have difficulty with Blackboard, GA Mary Hall may be able to help: mary.hall@uky.edu

The University’s URL for Blackboard is http://www.uky.edu/Blackboard/ I found this information at that site:

Bb Help and Resources are now on the Bb Wiki

Several departments providing Bb Help to students and instructors have now joined together to share and update Bb information at the Bb Wiki: http://wiki.uky.edu/Blackboard/. Your browser should automatically redirect within 10 seconds. Click on http://wiki.uky.edu/Blackboard/ if your browser does not redirect you.
Student learning outcome: In both the course description and the second of the instructional objectives above there is reference to the functions of management. They – the functions of management – are the core of LIS603, and at the conclusion of the course the student will understand and be able to discuss them and will appreciate their place in organizations, whether for-profit or not-for-profit.

Required materials: A textbook is required for the course, and it is: Stueart, Robert E, and Barbara B Moran. Library and Information Center Management, 7th ed. Westport, CT: Libraries Unlimited, 2007. The book is arranged in seven sections, the first and last of which are Introduction and Managing in the Twenty-First Century. The five sections between the first and last are the functions of management. Each section comprises two or more chapters. The table of contents in the textbook constitutes an accurate outline of the content to be covered in the course, and the content described conforms to the course description published in the University Bulletin.

Readings: There will be readings in addition to the textbook, principally from journals but also from major newspapers. Newspapers in particular serve up, daily, a rich variety of management-related fare that will permit me to introduce the real world of management to the class. I am required to cover the functions of management, and the textbook will serve to do that. I want to introduce the real world of management, and the textbook does not do that very well. There may be a small number of additional readings assigned as we proceed through the course.

The functions, challenges, difficulties, and frustrations of management are generic. The context – for-profit firm, not-for-profit entity, governmental agency – influences management, but I believe the similarities outweigh the dissimilarities, and it is because I believe that to be the case I also believe it is instructive to look at management in the real world, whether it be in the for-profit firm, the not-for-profit entity, or the governmental agency. To that end, the major newspapers are a readily available resource.

Course grade; three essays: The student’s grade in the course will be determined by three equal-weight essays, each of which will have a value of 100 points. The date that each essay is due appears in the course schedule, below. At the end of the semester a student’s total points on the three essays will be converted to a percentage scale, in which, obviously, 300 points (total value of the three essays) = 100 percent. Letter grades will be assigned on the basis of this scale:

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Grade</th>
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<tbody>
<tr>
<td>90 – 100%</td>
<td>A</td>
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<tr>
<td>80 – 90%</td>
<td>B</td>
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<tr>
<td>70 – 80%</td>
<td>C</td>
</tr>
<tr>
<td>below 70%</td>
<td>E</td>
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I will grade the essays comparatively, i.e., in comparison with one another, on the basis of these criteria:

- number and appropriateness of sources consulted;
- insights into the literature of the subject;
- depth of coverage of topic;
- level of analysis;
- insights on subject;
- clarity/focus/organization of writing.

The length of an essay is not to exceed 2,500 words; references and bibliography will not be included in the 2,500-word limit. Each essay must be submitted as a Word file attached to e-mail. All students will write on the same topic, which will have to do, generally, with the course material covered since the start of the course (first essay) or since the immediately prior essay.

General course policies of the School of Library and Information Science: During academic year 2008-2009 faculty of the School devoted considerable time to discussing and agreeing on our general course policies. Here are several of the policies:

Academic integrity According to Senate Regulation 6.3.1: “All academic work, written or otherwise, submitted by students to their instructors or other academic supervisors, is expected to be the result of their own thought, research, or self-expression. In cases where students feel unsure about a question of plagiarism involving their work, they are obliged to consult their instructors on the matter before submission.” For specific information regarding the University’s code and regulations on plagiarism and cheating, visit:

- http://www.uky.edu/StudentAffairs/Code/
- http://www.uky.edu/StudentAffairs/Code/part2.html
Incompletes Student requests for an Incomplete (an I grade) will be considered within University guidelines and only in extreme circumstances. See section 5.1.3.2 http://www.uky.edu/StudentAffairs/Code/part2.html. Note the reference to “only in extreme circumstances”; I rarely agree to grant an Incomplete.

Academic accommodations due to disability If you have a documented disability that requires academic accommodations please see me as soon as possible during scheduled office hours. In order to receive accommodations in this course, you must provide me with a Letter of Accommodation from the Disability Resource Center (Room 2, Alumni Gym, 257-2754, email address jkarnes@email.uky.edu) for coordination of campus disability services available to students with disabilities.

The complete set of General Course Policies is available at http://www.uky.edu/CIS/SLIS/academics/policies.pdf

Course schedule: There follows an outline of course content by major topical areas for each week of the semester, with course assignments (readings, essays due). Section and chapter refer to the Stueart and Moran textbook.

<table>
<thead>
<tr>
<th>Week</th>
<th>Begins</th>
<th>Reading or Lecture</th>
<th>Pages</th>
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<tbody>
<tr>
<td><strong>Section 1: Introduction</strong> (Section and chapter refer to the Stueart and Moran textbook.)</td>
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<tr>
<td><strong>Section 2: Planning</strong></td>
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<td>63</td>
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<tr>
<td>Week 3</td>
<td>June 22</td>
<td>Chapter 4 Planning Information Services and Systems Chapter 5 Strategic Planning – Thinking and Doing</td>
<td>65-92 93-117</td>
</tr>
<tr>
<td>Week 4</td>
<td>June 29</td>
<td>Chapter 6 Marketing Information Services</td>
<td>118-126</td>
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<tr>
<td><strong>July 2 Thursday – first essay due</strong></td>
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<tr>
<td><strong>Section 3: Organizing</strong></td>
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<td>129</td>
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<tr>
<td></td>
<td></td>
<td>Chapter 7 Organizations and Organizational Culture</td>
<td>131-155</td>
</tr>
</tbody>
</table>
Week 5 July 6 Chapter 9 Structure of Organizations – Today and… 181-204

Section 4: Human Resources (i.e., staffing)
205-206
Chapter 10 Staffing the Library 207-234
Chapter 11 Human Resources Functions in… 235-266

July 9 Thursday – Midterm of the 8-week session
Chapter 12 Other Issues in HR Management 267-295

Section 5: Leading
297-298
Week 6 July 13 Chapter 13 Motivation 299-320
Chapter 14 Leadership 321-345
Chapter 15 Ethics 346-362

Week 7 July 20 Chapter 16 Communication 363-384
Chapter 17 Participative Management and Teams 385-406

July 23 Thursday – second essay due

Section 6: Coordinating (i.e., controlling)
407-408
Week 8 July 27 Chapter 18 Measuring, Evaluating, Coordinating… 409-436
Association of Research Libraries LibQUAL + http://www.libqual.org/ (December 19, 2008)

Chapter 19 Fiscal Responsibility and Control 437-460

Section 7: Managing in the Twenty-First Century
461
Chapter 20 Managers: The Next Generation 463-475

August 6 Thursday – third essay due

Aug 6 Thursday – end of the 8-week session