School of Library and Information Science  
University of Kentucky  

LIS 603 201 Management in Library and Information Science – Spring Fall 2011  
Dates of Semester: August 24 – December 16, 2011

Instructor: Bradley Wade Bishop  
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e-mail: wade.bishop@uky.edu  
Office: 331 Little Library Building

Course Syllabus

Contact information: I prefer that you contact me via e-mail; my address is wade.bishop@uky.edu. If you wish to meet with me, I require you to make an appointment, and you should use e-mail to make the appointment. My office address is 331 Little Fine Arts Library building. My office hours are 8:00am - noon on Tuesdays. My goal is to respond to student communications sent to me via e-mail within twenty-four hours of receipt of the e-mail.

Course Format: This is an online course, but I require asynchronous class discussion via Blackboard to facilitate a sense of community.

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.

Course overview: The course text (Stueart and Moran) is organized around the five functions of management and includes theories of management, and that organization will determine how we proceed through the course. Other readings are designed to supplement the textbook.

Course objective: Apply management concepts, including effective problem solving and decision-making, to the management of information and information services.

Required textbook:


The table of contents in the textbook constitutes an accurate outline of the content to be covered in the course.

Additional readings: There will be additional readings to the textbooks, principally journal articles.

Course grade: An overview of the grading is provided here:

- Assignment 1 30 points (10%)
- Assignment 2 90 points (30%)
- Assignment 3 90 points (30%)
- Peer Evaluation 30 points (10%)
- Participation on Bb discussion boards 60 points (20%)

It is important to note that class participation is twenty percent of your grade because participation is an important component of facilitating learning in this class. Participation points come from both quantity and quality posts to the discus-
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Discussion board for each of the fifteen weeks of the semester (i.e., 4 points for a quality post X 15 weeks = 60 points). A quality post includes a substantive and thoughtful contribution to each week's discussion board topics, during that week. To get full participation in a week; however, please also react to at least one other student's post. To get full participation in a week; however, please also react to at least one other student's post. The week starts on Sunday and ends on Saturday at midnight. No credit will not be given for posts that occur after the week. A quality post is both substantive (in most instances this means at least one hundred words) and thoughtful (“I agree with the author” is not a credit-worthy response). Please note: discussion board prompts will be posted in the graded discussion forum each week.

At the end of the course, I will convert the points earned into a percentage:

- 90% and above = A
- 80% to 90% = B
- 70% to 80% = C
- below 70% = E

I assign the grade of I (incomplete) only when I am convinced the student’s circumstances warrant it.

Directions for each assignment appear in Bb. Assignment due-dates are in the following course schedule.

Course schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Begins</th>
<th>Read</th>
<th>Pages in Textbook</th>
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<tbody>
<tr>
<td>1</td>
<td>Aug 24</td>
<td>Syllabus</td>
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<td></td>
<td></td>
<td><strong>Introduction</strong></td>
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<td>2</td>
<td>Aug 29</td>
<td>Chapter 1 Managing in Today’s Libraries</td>
<td>3-18</td>
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<td>**</td>
<td>Sep 1</td>
<td>Listen to Gail Kennedy’s speech on leadership (Attend Live at 6PM or listen to the recording)</td>
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<td>3</td>
<td>Sep 5</td>
<td>Chapter 2 Evolution of Management Thought</td>
<td>19-40</td>
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<td></td>
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<td>Lynch, Beverly. “Theory and Practice.” <em>Library Administration &amp; Management</em> 18 (Winter 2004): 30-34. (“…while new management theories have developed, not much change seems to have occurred in the practice of management in libraries.”)</td>
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<td>Chapter 3 Change – The Innovative Process</td>
<td>41-61</td>
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<td>*Assignment 1 is due 9:00 AM EST Monday, September 12. *</td>
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<td><strong>Planning</strong></td>
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<td>4</td>
<td>Sep 12</td>
<td>Chapter 4 Planning Information Services and Systems</td>
<td>65-92</td>
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<td>5</td>
<td>Sep 19</td>
<td>Chapter 5 Strategic Planning – Thinking and Doing</td>
<td>93-117</td>
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<td>Birdsall, Douglas G. “Strategic Planning in Academic Libraries: A Political Perspective.” <a href="http://web.whittier.edu/academic/business/duran/588/Articles/Strategic%20Planning%20in%20Academic%20Libraries.doc">http://web.whittier.edu/academic/business/duran/588/Articles/Strategic%20Planning%20in%20Academic%20Libraries.doc</a> (February 6, 2010) (“Library administrators … when engaged in strategic planning, often skirt around anything deemed political in academe, preferring to place their faith in a ‘rational’ order of organizational goals, objectives, and strategies. Such an approach will not have lasting success if it ignores the pluralistic character of modern universities….”)</td>
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</tbody>
</table>
Wilson, Stu. “Saint Paul’s Strategic Plan.” Library Journal, September 15, 2005, 34-37; Wilson, Stu. “Saint Paul’s Strategic Solution.” Library Journal, October 1, 2006, 32-35. Strategic planning at Saint Paul Public Library, MN. (It’s rare for there to be such a good discussion of real-world strategic planning at a library.)

Chapter 6 Marketing Information Services 118-126


Organizing

6 Sep 26 Chapter 7 Organizations and Organizational Culture 131-155


Assignment 2 due Monday, October 3 at 9:00 AM EST.

7 Oct 3 Chapter 8 Structuring the Organization – Specialization… 156-180


Chapter 9 Structure of Organizations – Today and… 181-204

8 Oct 10 Stueart & Moran, Chapter 18 Measuring, Evaluating, Coordinating… 409-436

Association of Research Libraries LibQUAL + http://www.libqual.org/ (August 24, 2009)

Covey, Denise Troll. “Using Data to Persuade: State Your Case and Prove It.” Library Administration & Management 19 (Spring 2005): 82-89. (“Libraries continue to gather traditional input and output data to show their potential to provide service and the actual service they provide. These are meaningful data, but the more purposeful, effective data … are outcomes and performance measures that show what good libraries do….“).


9 Oct 17 Stueart & Moran, Chapter 19 Fiscal Responsibility and Control 437-460

Staffing

10 Oct 24 Chapter 10 Staffing the Library 207-234

Oder, Norman. “MLS: Hire Ground?” Library Journal June 1, 2009, 44-46. (Changes in public libraries’ staffing due to changes in user behavior, technology, and tight budgets.)

Chapter 11 Human Resources Functions in… 235-266

11 Oct 31 Chapter 12 Other Issues in HR Management 267-295

Leadership

12 Nov 7 Stueart & Moran, Chapter 13 Motivation 297-298


13 Nov 14 Hernon, Chapters 1, 3 & 4 3-16; 35-68

14 Nov 21 Stueart & Moran, Chapter 14 Leadership 321-345

Stueart & Moran, Chapter 15 Ethics 346-362
Course Requirements:
You will need access to an appropriate computer with a broadband Internet connection. NOTE that it is YOUR responsibility to ensure you have a reliable computer for use during the course. Ongoing “computer problems” will not be considered a legitimate excuse for missing course activities. If you have a computer that is known to be unreliable, you should rectify that situation. Note that all UK students are eligible for a one time free download of Office from the UK download site (https://download.uky.edu); you can get help with this process from the UK helpdesk (859.257.1300; http://www.uky.edu/IT/CustomerService/).

Blackboard:
We will use the Blackboard course management system to facilitate the class. Please visit http://www.uky.edu/Blackboard/ to learn about this system and the login requirements. You should be automatically added to the Blackboard roll; if this goes as expected, you will not have to sign up manually for the course. Blackboard help is available online through the Blackboard wiki website (http://wiki.uky.edu/Blackboard/Wiki%20Pages/Home.aspx), and from the UK helpdesk (859.257.1300; http://www.uky.edu/IT/CustomerService/). The helpdesk is also able to assist with all general computing issues (file download, browser updates, etc.).

Distance Learning Library Services: At UK, students in online courses have available Distance Learning Library Services. The link to DLLS is: (http://www.uky.edu/Libraries/DLLS) Here is some of the information at that site:
Phone: (859) 257-0500, ext. 2171; 2nd Phone: (800) 828-0439; Fax: (859) 257-0505
E-mail: dllservice@email.uky.edu ; Location: 2-2, north wing, William T. Young Library 0456
Distance Learning Librarian: Carla Cantagallo
There is other information, including a link to the process to request document delivery and/or interlibrary loan.

Integration of the Syllabus with the Themes of Diversity, Assessment, and Technology
All UK professional education programs address and affirm the value of diversity in education, the use of technology to support all aspects of instructional programming, and the importance of attaining high levels of skill in assessing the outcomes of instruction. This course will provide students an opportunity to demonstrate attention to these themes and reflect on the mechanisms that this course has provided to demonstrate improved skills in these areas.