



We acknowledge that we are on the traditional, ancestral and unceded territory of the hən̓q̓əmi̓n̓əm speaking Musqueam people.

iSchool Mission: Through innovative research, education and design, our mission is to enhance humanity's capacity to engage information in effective, creative and diverse ways.

LIBR 504/ARST 570 Management of Information Organizations (3)

Program:	MLIS/Dual/MAS
Year:	2021-2022 WT1
Course Schedule:	Wednesdays, 9:00-11:50 am
Location:	IKBKC 155
Instructor:	Dr. L. Sinnamon
Office location:	IKBLC 496
Office phone:	604 822 0825
Office hours:	Mondays 1:00-2:30, in my office or by phone
E-mail address:	Luanne.sinnamon@ubc.ca
Learning Management Site:	http://lthub.ubc.ca/guides/canvas/

Course Goal:

FNCC specialization: The assignments in this course can serve the requirements of the First Nations Curriculum Concentration (FNCC). If students would like to take this course for FNCC credit, they are invited to contact the instructor to discuss this option.

Learning Outcomes:

Upon completion of this course students will be able to:

1. Describe basic management functions in information organizations [3.2]
2. Identify the larger institutional contexts in which information organizations function [1.3, 3.2]
3. Obtain working knowledge of the tools and techniques of financial management and the financial process and systems found in information organizations [3.2]
4. Apply management theories and principles to organizational issues and decision--making use of scenarios and case studies [3.2, 4.1]
5. Create and deliver high quality reports, presentations and organizational documents that communicate organizational values, missions, and priorities to internal and external stake holders [2.1, 2.2, 4.1]
6. Demonstrate leadership abilities through collaborative teamwork [3.1]
7. Analyze the role of professional ethics and values in organizational culture and decision--making processes [1.4, 5.1]
8. Recognize and encourage the leadership capabilities in themselves and others to contribute to the profession and within organizations [1.4, 5.1]
9. Provide constructive and supportive feedback through peer—and self—evaluations [2.1, 3.1]
10. Reflect in a critical and informed manner on the role managers play in the running of information organizations [1.4]

(each course objective is served by the iSchool Statement on Graduate Competencies in parenthesis:
<http://slais.ubc.ca/programs/about-department/graduate-competencies/>)

Course Topics:



- Organizational culture
- Working with boards and sponsors
- Strategic planning
- Human resources management in information organizations
- Principles of equity, diversity and inclusion
- Employee development and training
- Financial management and resources
- Risk Management
- Change management
- Ethical issues and decision making
- Communications and advocacy

Note: This is a cross-listed course for MLIS, Dual and MAS students. MLIS students should enroll in LIBR 504 and MAS students should enroll in ARST 570. Dual students may enroll in either, but must have completed the relevant core courses prior to enrolling.

Prerequisites:

- MLIS and Dual for LIBR 504: Completion of the MLIS core courses.
- MAS and Dual for ARST 570: Completion of the MAS core courses.

Format of the course:

Face to face format consisting of lectures, in-class discussions and exercises with some online materials and exercises assigned through the Canvas course site.

Estimated number of weekly hours students should dedicate to this class (preparation activities + class activities): 10 hours

Required and Recommended Reading: There is no course textbook. Readings in the form of book chapters, journal articles, and conference papers will be assigned weekly and will be available from the UBC Library through Canvas via the Library Online Course Resources (LOCR) application.

Supplementary Texts: General texts on organizational behaviour, organizational theory and management of information organizations may be useful for supplementary reading and for assignments. Some of the required readings are drawn from these texts.

- Black, J.S, Bright, D.S, Gardner, D.G. et al. (2019). *Organizational Behavior*. OpenStax, Rice University. (Open textbook available to read in various formats: <https://openstax.org/details/books/organizational-behavior?Book%20details>)
- Hatch, M. J., (2018). *Organization theory: Modern, symbolic, and postmodern perspectives* (4th ed.). Oxford, England: Oxford University Press. (UBC Library Print Reserves).
- Moran, B.B. & Morner, C.J. (2017). *Library and information center management* (9th ed.). Santa Barbara, CA: Libraries Unlimited. (UBC Library – available as an E-book)



Course Assignments:

Assignment Name	Component	Due Date	Weight	Graduate Competencies
Assignment 1: Management Portfolio	A. Group Terms of Reference	Week 3 (Sept 22)	5%	2.1, 3.1, 3.2, 5.1
	B. Environmental Scan and Vision/Mission Statements	Week 5 (Oct 6)	20%	1.1, 1.3, 1.4, 2.1, 4.1, 5.1, 5.2
	C. Budget and Rationale	Week 9 (Nov 3)	15%	1.1, 1.3, 1.4, 2.1, 5.1, 5.2
	D. Board Report and Final Portfolio	End of Course (Dec 6)	15%	1.3; 2.1; 2.2; 3.1; 3.2; 5.1; 5.2
	E. Self and Team Assessment (individual)	End of Course (Dec 6)	5%	1.4, 3.1
Assignment 2: Reading and Reflection Journal (individual)	Part 1 (4 readings)	Week 6 (Oct 13)	30%	1.4, 2.1, 2.2, 4.1, 5.1
	Part 2 (4 readings and summary)	Week 11 (Nov 24)		
Professionalism			10%	2.1, 3.1, 5.1

Assignment Descriptions:

Assignment 1: The Management Portfolio is a group project based on one of a collection of cases (organizational descriptions). Students work together to apply management knowledge gained in the course to develop a portfolio of organizational planning and operational materials relevant to the case. This assignment is designed to connect theory and academic knowledge to practice.

Assignment 2: The Reading and Reflection Journal is an individual project that students can work on over the course of the term. It engages students in the professional and management research literature and encourages critical reflection on the themes and issues in the field in relation to personal values, skills and goals. Staying up to date in the field and critical reflection are essential practices for managers.

Professionalism is assessed through attendance, evidence of preparation, and engagement in the class, including participation in small group and general class discussions; and maintenance of a respectful and considerate attitude for all participants in this course.

Course Schedule [subject to change]:

Week	Date	Topic	Assignments and Exercises
Part I: Understanding Organizations			
1	Sept 8	Introduction to the course Introduction to organizational theory and behaviour	
2	Sept 15	Organizational structure Organizational environments and planning	
3	Sept 22	Planning and Stakeholder Engagement	Ass 1- part A due
4	Sept 29	Organizational culture (and Individual Differences?)	
Part II: Management Areas			
5	Oct 6	Financial management	Ass 1- part B due
6	Oct 13	Strategic human resources Equity, diversity and inclusion	Ass 2- part 1 due



			Mid term course and team assessment (not graded)
7	Oct 20	Human resources: supervision, development, appraisal	
8	Oct 27	Facilities, resources and risk management	
Part III: Leadership			
9	Nov 3	Advocacy and Leadership	Ass 1- part C due
	Nov 10	NO CLASS – MID TERM BREAK	
10	Nov 17	Ethical decision-making	
11	Nov 24	Change management	Ass 2 Part 2 due
12	Dec 1	In-class Presentations (non-graded)	
	Dec 6		Ass 1- parts D & E due

Attendance: Attendance is expected in all class meetings. If you know you are going to be absent you are asked to notify the instructor beforehand if at all possible. The instructor may choose to assign extra material in lieu of missed class time.

Evaluation: All assignments will be marked using the evaluative criteria given on the [iSchool web site](#).

- Students experiencing specific difficulties in meeting deadlines are invited to discuss the possibility of an extension with the instructor, preferably well before the deadline.
- Extensions will be granted at the discretion of the instructor based on the particular circumstances discussed
- Penalties in grading may be applied to late assignments, unless an extension is agreed upon.

Required Materials: Students will require regular access to a desktop or laptop computer to carry out readings and assignments, and may benefit from having access to a laptop or tablet during class. The course materials are all available electronically through the Canvas course management site and the UBC Library at no extra cost to students. In addition, students may require access to Microsoft Office or compatible software, and a PDF reader in order to make use of course materials.

Academic Concession: If you miss marked coursework for the first time (assignment, exam, presentation, participation in class) and the course is still in-progress, **speak with the instructor immediately** to find a solution for your missed coursework. Any concessions that will result in a change to the student record (such as late withdrawal from the course) will be referred to the Faculty of Graduate and Postdoctoral Studies for evaluation. If this is not the first time you have requested concession or classes are over, please consult the [Faculty of Graduate and Postdoctoral Studies' webpage on academic concession](#), and then contact the instructor where appropriate.

Policies and Resources to Support Student Success: UBC provides resources to support student learning and to maintain healthy lifestyles but recognizes that sometimes crises arise and so there are additional resources to access including those for survivors of sexual violence. UBC values respect for the person and ideas of all members of the academic community. Harassment and discrimination are not tolerated nor is suppression of academic freedom. UBC provides appropriate accommodation for students with disabilities and for religious and cultural observances. UBC values academic honesty and students are expected to acknowledge the ideas generated by others and to uphold the highest academic standards in all of their actions. Details of the policies and how to access support are available here (<https://senate.ubc.ca/policies-resources-support-student-success>)



Academic Integrity: The academic enterprise is founded on honesty, civility, and integrity. As members of this enterprise, all students are expected to know, understand, and follow the codes of conduct regarding academic integrity. At the most basic level, this means submitting only original work done by you and acknowledging all sources of information or ideas and attributing them to others as required. This also means you should not cheat, copy, or mislead others about what is your work. Violations of academic integrity (i.e., misconduct) lead to the breakdown of the academic enterprise, and therefore serious consequences arise and harsh sanctions are imposed. For example, incidences of plagiarism or cheating may result in a mark of zero on the assignment or exam and more serious consequences may apply when the matter is referred to the Office of the Dean. Careful records are kept in order to monitor and prevent recurrences. A more detailed description of academic integrity, including the University's policies and procedures, may be found in the [UBC Calendar: Student Conduct and Discipline](#). Academic misconduct includes cheating, plagiarism, and self-plagiarism <http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3,54,111,959> (§7)

Academic Accommodation for Students with Disabilities: Academic accommodations help students with a disability or ongoing medical condition overcome challenges that may affect their academic success. Students requiring academic accommodations must register with the [Centre for Accessibility](#) (previously known as Access & Diversity). The Centre will determine that student's eligibility for accommodations in accordance with [Policy LR7: Accommodation for Students with Disabilities \(Joint Senate and Board Policy\)](#). Academic accommodations are not determined by your instructors, and instructors should not ask you about the nature of your disability or ongoing medical condition, or request copies of your disability documentation. However, your instructor may consult with the Centre for Accessibility should the accommodations affect the essential learning outcomes of a course.

Other Course Policies as Relevant:

Contacting the Instructor: Students are invited to communicate directly with the instructor via email, or to drop into Office Hours when questions arise. Please note the following:

- I receive a high volume of email and am unlikely to respond immediately or on the weekend. I will do my best to respond within 3 days; if you have not heard from me by then, you are invited to send a polite reminder.
- If the question is best handled in a conversation and office hours don't work, we can use email to schedule a meeting time. Phone or Zoom alternatives to face to face are fine.