

INF 387C

Fall 2024



Course Information

Instructional Mode: Face-to-face

Meeting Times: Thu 06:30 PM - 09:30 PM

Meeting Location: UTA 1.504

Unique Number: 27920

Instructor



A. Arro Smith, Ph.D.

Email: Arro@utexas.edu

Office Hours and Location

Office Location: Zoom

Office Hours: By appointment

Communication: Arro@utexas.edu

Welcome Message

In this class we will be working through problems as a team—because this is exactly how information organizations actually solve management problems. We will learn to listen to each other, respond civilly, come to conclusions together, and then effectively communicate the decision.

Your success is almost wholly dependent on reading the assignments, showing up in class, and participating in a discussion with your colleagues.

Catalog Description

Management theory; concepts; processes; and practices as applied to information agencies and systems.

Overview of the Class

All instructions, assignments, readings, rubrics and essential information will be on the Canvas website at utexas.instructure.com. Check Canvas regularly. **Changes** to the schedule may be made at my discretion if circumstances require. I will announce any such changes in class and will also communicate them via a Canvas announcement. It is your responsibility to note these changes when announced, and I will do my best to ensure that you are notified of changes with as much advance notice as possible.

Weekly Class Topics and Activities

Week	Date	Class Topic	Assignments Due
1	8-29	Welcome	Come to class
2	9-5	Management Theory	
3	9-12	Servant Leadership; Dr. John Floyd, guest	
4	9-19	Human Resources	Management Essay
5	9-26	Ranganathan	
6	10-3	Organizational Strategy; Roosevelt Weeks, guest	
7	10-10	Marketing (and disasters)	
8	10-17	Budgeting	
9	10-24	Evaluation	Budget Project
10	10-31	Halloween	Group Project Proposal
11	11-7	Big Picture; Gloria Meraz, guest	
12	11-14	Group Presentations	Group Project

Week	Date	Class Topic	Assignments Due
13	11-21	Ethics	
	11-28	Fall Break	
14	12-5	TBA	
Finals	12-12		Final Project

Pre-Requisites for the Course

Prerequisite: Graduate standing.

Learning Outcomes

At the conclusion of this course, students will be able to:

- Learn about different kinds of information organizations, and their management problems
- Practice solving management problems
- Review professional literature to support your management decisions
- Write succinct communications to address management problems
- Be inspired by seasoned librarians talking about their work, their challenges, and why this is a rewarding career—despite all the management problems

Grading Policy

Grade breakdown for class

Grade	Cutoff
A	94%
A-	90%
B+	87%

Grade	Cutoff
B	84%
B-	80%
C+	77%
C	74%
C-	70%
D+	67%
D	64%
D-	60%
F	<60%

Overview of all Major Course Requirements and Assignments

Class attendance: Please come to class as often as you can possibly can. Unless you are sick; please do not come to class if you are sick.

This will be a seminar-style class. We will discuss and work through management problems together. I expect each colleague to be polite. Some of us are more assertive than others, though. You do not have to “raise your hand” to speak; but if you do raise your hand, I will take control of the discussion and “call” on you for a turn.

Chapter notecards (10) are brought to each class. These have two purposes:

- Provides a record of attendance
- Provides me with fodder to spur our discussions, and helps less-assertive students have an entry into our discussions

Written assignments should be uploaded to CANVAS by start of each class on Thursdays. The written assignments are:

1. Response to Robert Greenleaf’s Servant Leadership essay
2. Memoranda (6)
3. Budget project
4. Group project
5. Final project

ASSIGNMENTS

Chapter Notecards (20%, each one is 2 or 0 points)

Please jot down two or three interesting things about the scenario to possibly discuss with your colleagues. Bring these to each class.

Servant Leadership Response Essay (12%)

Please write a 2-4 pp. double-spaced essay responding to Robert Greenleaf's ideas about "servant leadership." This is a personal response. Is this management philosophy sound? Does it appeal to you (why or why not)?

Memoranda (18%, each one is 3 points)

Following selected chapter class discussions, please write a succinct memorandum with your solution to the management problem, as if you were the manager.

Book Budget Project (10%)

I will present each student a budget problem. You will use my algebra from the Indexed Budget Allocation article to create a materials allocation budget.

Group Project and Presentation (15%)

Student groups will devise a case study for the class to review and discuss. In week 10, groups will submit a proposal to the professor outlining: the members in their group, a quick description of their case, and what tasks each group member will be responsible for. The group will submit their case study document (5-10 pp. double-spaced), TWO possible solutions, and an annotated literature review with 10 articles cited. Additionally, they will present it to the class and facilitate a resolution session (15-20 min).

Final Paper (25%)

Same as the Group Project--except executed individually. This is your opportunity to tackle an issue that specifically appeals to you.

Canvas Assignments

Due Date	Assignment Name	Points
9/5	Read chapters 1, 2, 3, (Introduction, Classical Theory, Modern Theory) in Library Management 101	
9/5	Read chapter 13 (A Sticky Situation) in Library Management Problems Today; Note card due	2
9/12	Read Institution as Servant (digital file)	
9/12	Read Servant Leadership (digital file); Note card due	2
9/12	Memorandum on A Sticky Situation	3
9/19	Read chapter 4, (Human Resources) in Library Management 101	
9/19	Read chapter 7 (Mean Girl) in Library Management Problems Today; Note card due	2
9/19	Servant Leadership Response Essay	12
9/19	Read chapter 7, (Organizational Communication) in Library Management 101	
9/26	Read chapter 18 (A Failure to Communicate) in Library Management Problems Today; Note card due	2
9/26	Read Ranganathan (digital file)	
9/26	Memorandum on Mean Girl	3
10/3	Read chapter 5, (Strategic Planning) in Library Management 101	
10/3	Read chapter 8, (Change Management) in Library Management 101	
10/3	Read chapter 17 (Weeding Out Bad News) in Library Management Problems Today; Note card due	2
10/10	Read chapter 9, (Marketing) in Library Management 101	

Due Date	Assignment Name	Points
10/10	Read chapter 12 (Story Times Can Be a Drag) in Library Management Problems Today; Note card due	2
10/17	Memorandum on Drag Story Time	3
10/17	Read chapter 10, (Financial Management) in Library Management 101	
10/17	Read chapter 9 (Budget Woes) in Library Management Problems Today; Note card due	2
10/17	Read Indexed Budget Allocations (digital file).	
10/24	Book Budget algebra project	10
10/24	Read chapter 6 (38 Percent Reduction) in Library Management Problems Today; Note card due	2
10/24	Read chapter 11, (Assessment and Evaluation) in Library Management 101	
10/31	Memorandum on 38% Reduction	3
10/31	Group Project Proposal	3
11/7	Read chapter 4 (Book Selections Can Be Challenging) in Library Management Problems Today; Note card due	2
11/7	Read chapter 12, (Internal and External Stakeholders) in Library Management 101	
11/14	Group Project	12
11/14	Memorandum on Book Challenge	3
11/21	Read chapter 15, (Diversity) in Library Management 101	
11/21	Read chapter 13, (Ethics and Confidentiality) in Library Management 101	
11/21	Read chapter 11 (The Cops) in Library Management Problems Today; Note card due	2

Due Date	Assignment Name	Points
12/5	Memorandum on The Cops	3
12/12	Final Project	25
10/31	Read selections from my book, Capturing Our Stories (digital files).	

Required Course Materials

Library Management 101 : a Practical Guide

ISBN: 9780838911488

Authors: Diane L. Velasquez, editor

Publisher: ALA Editions

Publication Date: 2013

We will use the first edition, which has unlimited e-book access through UT Libraries.

Library Management Problems Today

Subtitle: Case Studies

ISBN: 9781538135938

Authors: Wayne Disher, editor

Publisher: Roman & Littlefield

Publication Date: 2021

UT Libraries has access to four simultaneous e-book copies; some of you will need to buy copies.

Final Exam Date and Time

The final paper is due on Thursday of Finals Week, December 12.

Notice of Academic Accommodations from Disability and Access (D&A)

Accessible/Compliant Statement:

If you are a student with a disability, or think you may have a disability, and need accommodations please contact Disability and Access (D&A). You may refer to D&A's website for contact and more information: <http://community.utexas.edu/disability/>. If you are already registered with D&A, please deliver your Accommodation Letter to me as early as possible in the semester so we can discuss your approved accommodations.

Accessible, Inclusive, and Compliant Statement:

The university is committed to creating an accessible and inclusive learning environment consistent with university policy and federal and state law. Please let me know if you experience any barriers to learning so I can work with you to ensure you have equal opportunity to participate fully in this course. If you are a student with a disability, or think you may have a disability, and need accommodations please contact Disability and Access (D&A). Please refer to D&A's website for contact and more information: <http://community.utexas.edu/disability/>. If you are already registered with D&A , please deliver your Accommodation Letter to me as early as possible in the semester so we can discuss your approved accommodations and needs in this course.

Counseling and Mental Health Center (CMHC)

Students who are struggling for any reason and who believe that it might impact their performance in the course are urged to reach out to Bryce Moffett if they feel comfortable. This will allow her to provide any resources or accommodations that she can. If immediate mental health assistance is needed, call the Counseling and Mental Health Center (CMHC) at 512-471-3515 or you may also contact Bryce Moffett, LCSW (iSchool CARE counselor) at 512-232-4449. Bryce's office is located in FAC18S and she holds drop in Office Hours on Wednesday from 2-3pm. For urgent mental health concerns, please contact the CMHC 24/7 Crisis Line at 512-471-2255.

Important Safety Information

Carrying of Handguns on Campus

Students in this class should be aware of the following university policies related to Texas' Open Carry Law:

- Students in this class who hold a license to carry are asked to [review the university policy regarding campus carry](#).
- Individuals who hold a license to carry are eligible to carry a concealed handgun on campus, including in most outdoor areas, buildings and spaces that are accessible to the public, and in classrooms.
- It is the responsibility of concealed-carry license holders to carry their handguns on or about their person at all times while on campus. Open carry is NOT permitted, meaning that a license holder

may not carry a partially or wholly visible handgun on campus premises or on any university driveway, street, sidewalk or walkway, parking lot, parking garage, or other parking area.

University Policies and Resources for Students Canvas Page

This Canvas [page](#) is a supplement to all UT syllabi and contains University policies and resources that you can refer to as you engage with and navigate your courses and the university.