# [Information Organizations and Management]

**Prof. [Susan Alman], [San José State University, School of Information]**

## SHORT COURSE DESCRIPTION

As they respond to the information needs of users and communities, information organizations face complex and exciting challenges. This course will help prepare students to take on these challenges by providing them with opportunities to read, discuss, interact with experts in the professions, and engage in field work to gain an understanding of the organizations and environments in which information professionals work. During the course students will learn about the traditional and emerging professional roles and the required management and leadership responsibilities. This knowledge will help students understand the similarities and differences among information organizations, explore the influence of new technologies, different specializations and career paths, apply professional values to ethical decision-making, and observe core management and leadership skills. This course prepares students to be active participants in their professional communities and networks and to become collaborative professionals ready to take on management and leadership roles.

Throughout this interactive course students will participate in classroom activities, hear from local experts, and visit local information organizations for first-hand experiences.

**Students will be able to:**

1. Describe the similarities and differences between various information organizations and professional roles from historical, current, and future perspectives.
2. Recognize the roles and activities of managers in information organizations.
3. Explain strategic planning processes and skills.
4. Identify and choose appropriate assessment tools for evaluating organizational effectiveness.
5. Demonstrate leadership abilities through collaborative teamwork.
6. Analyze and assess their own and others leadership abilities.
7. Create and deliver high quality reports, presentations and organizational documents that communicate organizational values, missions, and priorities to internal and external stakeholders.
8. Synthesize (including reviewing, using and properly citing) the professional and research management and leadership literature.

## READING MATERIALS

Hirsh, S. (Ed.) (2022). *Information services today: An introduction (3rd ed.)*. Rowman & Littlefield.

Disher, W. (Ed.). (2021) *Library management problems today: Case studies.* Rowman & Littlefield.

## COURSE REQUIREMENTS AND GRADING

Students will be graded on attendance and participation in each daily class as noted below, and all students are expected to adhere to the principles of academic integrity. There will be a late penalty for assignments (grade reduction of 20% per day) turned in after the due date without prior approval, and no materials may be rewritten or revised after a grade has been assigned.

ASSIGNMENTS:
- Daily Attendance and Participation (45 points)
    - In-class discussions based on the topic.
        - Students will select and write two (2) annotated citations that are focused on each daily topic.
        - Teams will be assigned to summarize the main points of the assigned topics and lead daily classroom discussions.
    - Read studies as assigned and participate in the discussion of possible solutions.
    - Attend field work in off-site information organizations.
- Planning for Crises and the Future Essay (15 points)
    - The focus of this 5-page essay is on the ways to plan for crises and future services by examining the environment, preparing vision and mission statements, setting goals and objectives, and determining outcome measurements. This research will enable you to look for scholarly resources that will help to prepare you to participate in strategic planning.
- Management Infographic (15 points)
    - Infographic that provides a review of a critical issue facing leaders and/or managers. (May be completed individually or with 1 partner)
- Team Project and Presentation (25 points)
    - Analysis and comparison of two information organizations based on an examination of strategic plans and website exploration.

**COURSE SCHEDULE**

**– WEEK I –**

Monday (1 July).     Introductions & Logistics

Tuesday (2 July).     The Transformative Information Landscape

Wednesday (3 July) Access to Information: Digital Divide

Thursday (4 July).    Intellectual Freedom and Social Justice

**– WEEK II –**

Monday (8 July).     Leadership Skills for Today's Global Information Landscape

Tuesday (9 July).     Information Policy

Wednesday (10 July). Strategic Planning

Thursday (11 July) Information Ethics

**– WEEK III –**

Monday (15 July) Soft skills: Interpersonal Communication and Impact Factors

Tuesday (16 July) Virtual Resources & Accessing Information Anywhere and Anytime

Wednesday (17 July) Change Management

Thursday (18 July). Managing Technology

**– WEEK  IV–**

Monday (22 July) Assessment and Evaluation

Tuesday (23 July).    Careers in Information Environments

Wednesday (24 July). Final Presentations