S553 — Public Library Management — Spring 2017 — Online
January 10 – May 1
Each week begins on Tuesday and ends on Monday
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Course Description
Management and administration of public libraries, including specific material related to organization structure, planning, budget management, human resources issues and skills, and an understanding of the manager in the context of a community environment.

Objectives
Upon completion of course, students will be able to:

- Identify and discuss key issues, developments, and trends in the evolution of the public libraries in general and within the state of Indiana
- Demonstrate an understanding of the mission, goals, objectives, and functions of today’s public libraries
- Appreciate the need for adequate planning in public libraries with regards to staffing, technology, products and services
- Establish criteria and methods for assessing community needs, for measuring and evaluating library effectiveness, and for promoting and financing services
- Understand key principles of management and organizational theory and apply them to public library practice

MLS Program Outcomes:

This course supports the achievement of the following:

- Assist and Educate Users
- Manage and Lead Libraries and Other Information Organizations
- Use Research Effectively
- Approach Professional Issues with Understanding

**Principles of Graduate and Professional Learning:**

This course addresses the following:

- Demonstrating mastery of the knowledge and skills expected for the degree and for professionalism and success in the field
- Thinking critically, applying good judgment in professional and personal situations
- Communicating effectively to others in the field and to the general public
- Behaving in an ethical way both professionally and personally

**Required Readings**

Required readings are assigned each week. Please see the course schedule. Lecture notes will be added weekly.

**Rights & Responsibilities:**

Indiana University and School of Library and Information Science policies on academic dishonesty will be followed. Students found to be engaging in plagiarism, cheating, and other types of dishonesty will receive a failing grade for each assignment found to be plagiarized.

Academic (e.g. plagiarism) and personal misconduct by students in this class are defined by and dealt with according to the procedures in the *Code of Student Rights, Responsibilities, and Conduct* (http://www.dsa.indiana.edu/Code).

The entire *IUPUI - Code of Student Rights, Responsibilities, and Conduct* is part of the syllabus. You can find the Code here: [http://life.iupui.edu/conduct/procedures/](http://life.iupui.edu/conduct/procedures/)

Americans with Disabilities Act: Accommodations will be made for qualified students with disabilities registered with Adaptive Educational Services. Please contact them at 317/274-3241.

**Assignments**

There are many opportunities for learning in this course. Everything you do for this class is an opportunity to learn, all assignments attempted, every article you read from the course list, every new article you find, posts made to discussion forums, comments made on others posts.

**Discussions**

All assignments are submitted via the discussion feature. This is done to increase knowledge sharing. In most of the discussions, you must first post before you can see any of the other posts.
There are nine graded discussions (highlighted in blue on the chart below) in which you are required to respond to other posts in order to receive full credit. Late posts will not be counted for these discussions. Students will be assessed points individually based on the extent of their contribution. One grade will be given for participation in discussions at the end of the semester. You can check in at any time on how you are progressing. For full credit please cite some of the readings in your posts and do not wait until the last day to participate. This is supposed to be a discussion and if you wait until the 11th hour – no one will be talking with you.

**Group Work:** The final assignment for this course will be a group project. Groups will be assigned during week 7.

**Grading**

*Effective Fall 2010:* No course in which a student receives a grade lower than C (2.0) will be counted toward requirements for any SLIS degree. **Any required course on which a grade lower than B- is received must be repeated.** S553 is a required course.

**Late Work.** Assignments more than 3 days late will be lowered by 5 points and then lowered by 5 points for each week thereafter.

All Assignments must be turned in by the close of class on May 1.

**Students are allowed to revise the following assignments for a better grade. Advocacy Plan, Technology Plan, and the Technology Vendor Evaluation, and the Makerspace Plan.** Assignments must be turned in enough time to receive feedback from the instructor. Therefore if you want feedback on the final assignment – you must turn it one week prior to the due date.

**Points and Grades**

There are a total of 370 points possible. Minimum learning points needed for each letter grade:

- 348 A
- 333 A-
- 318 B+
- 303 B
- 288 B-
- 273 C+

**Citation (style):**
Students in this course must **format all citations** in written work using the American Psychological Association Publication Manual.

**Turning in Work**

All written assignments are to be turned in via Canvas email using the following formats: .rft, .doc, .docx. **Please put your last name in the file name.**

**Expectations of Students**

Students are expected to complete assignments on time and in the form specified. Students are to inform the instructor before the deadline if unable to complete an assignment. Please use Canvas to email the instructor or the class.

**What You Can Expect from Me**

1. I will post each week’s notes, announcements, by Monday evenings.

2. I will return assignments as soon as possible but at least within a week of the due date.

3. I usually return emails within 24 hours. If you don’t hear from me within that time, please send another message. Occasionally we have email problems in which emails are dropped or I may have inadvertently overlooked your email.

4. I regard you as colleagues and I’m very comfortable being called "Andrea." I will call you by your first name unless you tell me differently.
## Overview of Assignments, Point Values, and Due Dates

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<th>Points</th>
<th>Due</th>
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<tbody>
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<td>Intro and Profile</td>
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<td>Week 1: 1/16</td>
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<td>Funding Discussion</td>
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<td>Week 2: 1/23</td>
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<td>Community Engagement Dis</td>
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<td>Advocacy Plan</td>
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<td>Nothing Due</td>
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<td>Week 5: 2/13</td>
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<td>Budgeting Exercise Dis</td>
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<td>Technology Plan</td>
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<td>Management Style Dis</td>
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<td><strong>Spring Break</strong></td>
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<td>E-government Discussion</td>
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<td>Technology Vendor Eval</td>
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<td>Art of Interviewing Disc</td>
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<td>Measuring Stick</td>
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<td>Nothing Due</td>
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<td>Week 15</td>
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<tr>
<td>Makerspace Implementation*</td>
<td>100</td>
<td>Week 16: 5/4</td>
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*group project

Discussions are worth 120 points total.
Course Schedule

Week 1 – January 10 to January 16: Module 1

Getting Started / Introductions
History (and Future) of Public Libraries

Read:


View:

- TEDxRainier - Chrystie Hill - Libraries Present and Future: http://www.youtube.com/watch?v=ohKEWTXk0F8&feature=player_embedded

Optional Readings:

- Library History Buff http://www.libraryhistorybuff.com/

Review:


Due by January 16: Introduction Discussion, Update Profile/Bio
Week 2 – January 17 to January 23: Module 2
Advocacy and Funding

Read:


Optional Readings:


Review:

- From Awareness to Funding: A study of library support in America. Available at: [https://www.oclc.org/en-CA/reports/funding.html](https://www.oclc.org/en-CA/reports/funding.html)
- Geek the Library: [http://www.oclc.org/reports/geekthelibrary.en.html](http://www.oclc.org/reports/geekthelibrary.en.html)
• ALA’s Advocacy & Issues
  [http://www.ala.org/advocacy/](http://www.ala.org/advocacy/)
• Advocating in a Tough Economy Toolkit
  [http://www.ala.org/advocacy/advleg/advocacyuniversity/toolkit](http://www.ala.org/advocacy/advleg/advocacyuniversity/toolkit)
• Tools for Advocacy
  [http://www.ala.org/advocacy/advleg/](http://www.ala.org/advocacy/advleg/)
  [http://www.urban.org/UploadedPDF/1001075_stronger_cities.pdf](http://www.urban.org/UploadedPDF/1001075_stronger_cities.pdf)

Due by 1/23: Funding Discussion

**Week 3 –January 24 to January 30: Module 3**

Identifying Community Needs through Civic Engagement

**Read:**

- *National Civic Review*. Winter 2012, Vol. 101 Issue 4. [This is a special issue on public libraries and civic engagement. Please read any of the articles that interests you.]

**Optional Readings:**


**Review:**
• Libraries Transforming Communities: 
  http://www.ala.org/transforminglibraries/libraries-transforming-communities
• Public Programming Office: http://www.ala.org/offices/ppo
  http://www.webjunction.org/news/webjunction/Engaged_Embedded_Library.html
• Focus on people not tools: the user experience. (June, 2013) Library Journal 
  http://lj.libraryjournal.com/2013/06/opinion/aaron-schmidt/focus-on-people-not-tools-the-user-experience/
• Libraries evolving as spaces for developing community ideas and engagement. 

Due 1/30: Community Engagement Discussion

Week 4 – January 31 to February 6: Module 4
Library Governance

Readings

• McCook de la Pena, K. (2004). Organization, law, funding, and politics. Introduction to public libraries, pp. 107-134, 320-323. [Resources]
• Duties of the Library Director and Board. 

Optional readings:

Review:

- Indiana Public Library Standards. [http://www.in.gov/library/standards.htm](http://www.in.gov/library/standards.htm)
- New Director Information 2011 Version: [http://www.in.gov/library/3310.htm](http://www.in.gov/library/3310.htm)

Use our data to advocate for your library. [http://www.plinternetsurvey.org/advocacy](http://www.plinternetsurvey.org/advocacy)

**Due by 2/6: Advocacy Plan**

**Week 5 –February 11 to February 17: Module 5**

Strategic Planning & Partnership

**Read:**

- Strategic Planning


- Partnerships


Review

- Indiana State Library. eRate. http://www.in.gov/library/erate.htm

**Due 2/13:** Nothing BUT pleas begin to work on your Technology Plan which is due 3/6

**Week 6 –February 14 to February 20: Module 6**

Budgeting

Review:

- Budgeting Resources: http://www.in.gov/library/ldoworkshops.htm

**Due 2/20:** Budgeting Exercise Discussion (you will be assigned with a budget cut or increase)

**Week 7 –February 21 to February 27: Module 7**

Facilities

Read:


Optional reading:

• vanhild Aabø, Ragnar Audunson. (2012). Use of library space and the library as place, Library & Information Science Research, 34(2), 138-149.

Review:

• http://ideas.demco.com/webinar/new-approaches-existing-spaces/?sp_rid=MTE4MzU0Nzg4MTA2S0&sp_mid=47686690&spMailingID=47686690&spUserID=MTE4MzU0Nzg4MTA2S0&spJobID=584190900&spReportId=NTg0MTkwOTAwS0

Due 2/27: Nothing BUT begin to work with your group on the Makerspace Implementation Plan due 5/1

Week 8 –February 28 to March 6: Module 8
Technology Infrastructure

Read:

• Indiana Public Library Service Data: http://www.ala.org/research/plftas/2011_2012/in

Review:

• ALA Privacy Tool Kit: http://www.ala.org/advocacy/privacyconfidentiality/toolkitsprivacy/privacy
• Hoffman, J., Bertot, J., & Davis, D. Libraries connect communities: Public library funding & technology access study 2011-2012 [Digital supplement of American


Optional Reading:


Due 3/6: Technology Plan

Week 9 – March 7 to March 13: Module 9
Organizational Structure & Management Styles

Read:


Optional Reading:


Due by March 13: Management Style Discussion

**Week 10 –March 14 to March 20 (Spring Break)**

**Week 11 –March 21 to March 27: Module 10**

eGovernment & eBooks

**Read:**


Optional Reading


Review:


Due 3/27: eGovernment Discussions

Week 12 –March 28 to April 3: Module 11
Decision Making & Social Responsibility

Read:

• Worksheet for Ethical Decision Making


• Goldberg, B. (2010). Judge: There is a right to leaflet near libraries. American Libraries.

Optional Reading:


Review:

• ALA’s Social Responsibility Roundtable, http://www.libr.org/srrt/

• Library Bill of Rights. http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/index.cfm

• Progressive Librarian, http://libr.org/pl/

Due 4/3: Technology Vendor Evaluation

Week 13 – April 4 to April 10: Module 12
Conflict Resolution

Read:


Optional Reading:

**Due 4/13:** Rules of Engagement Discussion & Social Responsibility Discussion

**Week 14 – April 11 to April 17: Module 13**  
Human Resources, Interviewing, & Performance Evaluations

**Read:**


**Optional Reading:**

Review:

- Union Librarian. Available at: http://unionlibrarian.blogspot.com/

Due 4/17: Art of Interviewing & Measuring Stick Discussions

Week 15 – April 18 to April 24 – Module 14
Policies & Procedures, Customer Service

Read:

- Henson, S. (n.a.) Developing and Writing Library Policies and Procedures.

Review:

- Counting Opinions www.countingopinions.com

Due 4/27: Nothing but next week BoY HowdY!

Week 16 – April 25 to May 1- Module 15
Professional Development

Read:


Optional Reading:

• Three Career Investigation reports.

Review:

• Learning 2.0: [http://plcmcl2-things.blogspot.com/](http://plcmcl2-things.blogspot.com/)
• Courses, Workshops, and Other Professional Development Programs: [http://www.ala.org/lita/professional/clearinghouse/other](http://www.ala.org/lita/professional/clearinghouse/other)

Due 5/1: Makerspace Implementation Plan