S553—Public Library Management – Spring 2018—Online
January 10– May 1
Each week beings 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/

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.
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.

**Discussions**

There are seven graded discussions (*highlighted in blue and beige on the chart below*). Discussions in blue require either attending or reviewing/watching a Zoom session, selected Wednesday nights at 8. The Zoom sessions will be recorded in the event that you cannot attend. If you cannot attend, you will need to watch the session and then post a summary of the discussion.

There is one beige discussion which will take place only online, during spring break.

Late posts will not be counted for these discussions.

**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 will lose 5 points for each week late.*

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 345 points possible. Minimum learning points needed for each letter grade:

- 330 A
- 315 A-
- 300 B+
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 Us

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

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

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

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

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<thead>
<tr>
<th>Assignments</th>
<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>
<td>10</td>
<td>Week 3: 1/30</td>
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<tr>
<td>Nothing Due</td>
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<td>Week 4: 2/6</td>
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<tr>
<td>Advocacy Plan</td>
<td>50</td>
<td>Week 5: 2/13</td>
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<td>Budgeting Exercise Dis*</td>
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<td>Week 6: 2/20</td>
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<tr>
<td>Makerspace Groups Formed</td>
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<td>Week 7: 2/27</td>
</tr>
<tr>
<td>Technology Plan</td>
<td>50</td>
<td>Week 8: 3/6</td>
</tr>
<tr>
<td>Management Style Dis</td>
<td>10 (NOT a Zoom Session)</td>
<td>Week 9: 3/13</td>
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<tr>
<td><strong>Spring Break</strong></td>
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<td>E-government Discussion</td>
<td>20 (NOT a Zoom Session)</td>
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<td>Technology Vendor Eval</td>
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<td>Week 12: 4/3</td>
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<td>Rules of Engage Discussion</td>
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<td>Week 13: 4/10</td>
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<td>Social Respon Discussion</td>
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<td>Art of Interviewing Disc</td>
<td>15</td>
<td>Week 14: 4/17</td>
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<td>Measuring Stick Disc</td>
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<td></td>
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<tr>
<td>Nothing Due</td>
<td>Nothing Due</td>
<td>Week 15</td>
</tr>
<tr>
<td>Makerspace Implementation*</td>
<td>100</td>
<td>Week 16: 5/1</td>
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*Yellow group project

Blue Zoom Session (attendance OR review of Zoom recording required)

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/
- Public Libraries outnumber McDonalds. (June, 2013).
  http://www.mediabistro.com/galleycat/public-libraries-outnumber-mcdonalds_b72375

Review:

- ALA Library Fast Facts & Figures
  http://www.ala.org/tools/libfactsheets/alalibraryfactsheet01

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/advvleg/advocacyuniversity/toolkit](http://www.ala.org/advocacy/advvleg/advocacyuniversity/toolkit)
Due by 1/23: Funding Discussion, Wednesday 8pm
Zoom: https://iu.zoom.us/j/3392671215

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/transformationlibraries/libraries-transforming-communities
- Public Programming Office: http://www.ala.org/offices/ppo
• 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/

Due 1/30: Community Engagement Discussion
Zoom: https://iu.zoom.us/j/3392671215, Wednesday at 8pm

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

Readings

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

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: Nothing Due**

**Week 5 –February 11 to February 17: Module 5**
Strategic Planning & Partnership

**Read:**

• Strategic Planning


• Partnerships


Review

• LSTA 5 Year Plans. https://www.imls.gov/grants/grants-state/five-year-plans

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


Due 2/13: Advocacy Plan

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 Some Group Discussion (you will be assigned with a budget cut or increase) Set up Zoom Meeting

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](http://www.ala.org/advocacy/privacyconfidentiality/toolkitsprivacy/privacy)

• Carmel Clay PL 23 Things.  [http://khuddle8.wix.com/23mt](http://khuddle8.wix.com/23mt)


• PEW Internet. (January, 2013). Library services in the digital age.  [http://libraries.pewinternet.org/2013/01/22/library-services/](http://libraries.pewinternet.org/2013/01/22/library-services/)


• Writing SMART Goals:  

**Optional Reading:**


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**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 –Online Forum

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/](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](http://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:


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