

582: Information Systems: Design and Implementation
Spring 2014
Course Syllabus

Professor: **Dr. Dania Bilal**

Meeting Time: Thursday: 6:30-9:15p.m.

Meetings: Virtual via Blackboard Collaborate.

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Catalog Description: Information systems used in libraries and information agencies. Emphasizes planning, evaluation and system implementation. Covers usability engineering, interface design, and human-computer interaction.

Current Description: Information systems used in libraries and information agencies. Planning, gathering, and structuring user requirements; selecting, implementing, and evaluating integrated library systems (ILS) and Library Services Platforms (LSPs) using the Library Automation Life Cycle (LALC); discovery tools; proprietary and open source software; bibliographic and industry standards; advances in computing technologies (e.g., cloud computing, API); cloud-based software and hardware hosting; software, hardware, and network architecture; system migration; and evaluating ILSs and LSPs through usability.

Textbooks

Bilal, Dania. 2014 (in press-forthcoming in February). *Library Automation: Core Concepts and Practical Systems Analysis*. Santa Barbara, CA: ABC-CLIO.

(Notes will be posted on Blackboard for classroom use. Chapters will not be available before the publication of the book per the Publisher's direction.)

Valacich, J.S., George, J.F., & Hoffer, J. A. 2011. *Essentials of Systems Analysis and Design*. 5th edition. Upper Saddle River, NJ: Prentice-Hall. **[You may purchase the 2009 edition if the 2011 is expensive for you.]**

Readings

Weekly assigned readings are indicated in the course schedule. The readings list is available on Blackboard's course page. The list and selected full-text articles will be posted on Blackboard. Students should be prepared to find full-text articles and other materials independently using Hodges Library databases, Google Scholar, JSTOR, or other venues.

Course Objectives

- become familiar with the characteristics of ILS and LSP as an information system;
- define essential concepts in library automation and related technologies;
- gain understanding of the Library Automation Life Cycle (LALC)

- identify and structure user requirements for a proprietary and open source ILS/LSP;
- discuss the differences between traditional ILS online catalog layers and discovery interfaces/services offered for current ILSs/LSPs;
- describe the characteristics of cloud computing and existing cloud-based hosting options for ILSs/LSPs;
- gain knowledge of developing a Request for Proposal (RFP) for proprietary and open source ILSs/LSP;
- discuss the ILS/LSP implementation process and options;
- identify discovery layers/services available for current ILSs/LSPs;
- define system migration and describe methods for exporting and importing data records from and into ILSs;
- Select appropriate usability methods for evaluating an ILS/LSP;
- Describe the roles and responsibilities of an ILS/LSP project manager; and
- Discuss challenges of, issues, and trends in library automation and system migration.

Teaching Method and Course Delivery

This course combines theory and practice. It integrates interactive and collaborative teaching and learning. It utilizes lectures, class discussions, individual and group activities, and real-world field experiences. The course delivery will be via Blackboard Collaborate and course materials will be posted on Blackboard Learn.

Expectations

- Students are responsible for identifying libraries/information agencies close to their geographical locations to complete field-based course assignments/activities.
- Students who miss a class are responsible for obtaining class notes and other materials related to the course. They should replay the recorded session they miss and do the class activities as applicable.

Contacting the Instructor

Feel free to contact me for questions or to share ideas! Virtual and office appointments will be made upon request. To ensure quick response to your email, start your message subject line with IS 582. I will reply to your messages as soon as I can. Email replies will be slower on weekends.

Submission of Class Activities

All assigned class activities must be submitted in Blackboard Learn. Students should have adequate skills in using Blackboard.

Submit each class activity as follows:

LastnameFirstinitial-582-assignmentn

- All submissions should be in Word or equivalent with file extension **.doc** or **.docx**. Do not use **RTF** or **PDF** formats.
- Include your name on the document.
- Paginate the document.
- Test the document on your computer before you submit in Blackboard to ensure it opens fine.
- Students must submit all course activities on time. Late submission will result in a reduced credit of three points each day. Late submission should be well justified and approved by the instructor in advance.

Documents that do not open on my computer or do not follow the submission guidelines will be sent back to the students to reformat or re-save in an appropriate format. Repeated problems in submission will incur a reduced credit.

Attendance

Class attendance is required for mastering the content of the course. In case you have to miss a class, make sure you check with classmates about notes, discussions, announcements, and other activities they have captured in class as you are responsible for catching up with the course. Please arrive to class on time so that you do not miss out on topics or class activities or be late for the tests or other class-related matters.

Computing Requirements

- Students must have adequate computing skills, including but not limited to use of Microsoft Office 2007 or 2010 suite or equivalent, Web searching, e-mail, attachments, listservs, Blackboard Collaborate, and Blackboard Learn.
- Students must have a UTK email account and must be subscribers to the SIS student listserv. In addition, students must have access to a PowerPoint Reader, PowerPoint, or Prezi to download lecture notes.
- Students must have computers that are equipped with **high end microphones**. Please test your computer audio by running the BC Audio Wizard before attending each class session. This will help sync the computer audio in BC and ensure a quality audio on both sides during class.
- Students who attend class using a wireless network should ensure that the network has the highest transmission quality. They should also ensure that they are close to the network's router to capture good audio and video signals and overcome screen freezing problems.
- Students must attend class in a quiet area with no background noise (e.g., TV, music, pitch sounds).
- Students should close all computer windows to obtain good and fast screen display of lecture slides or to view Web pages shown in class.
- Students should use hard-wired computers if wireless connections are weak.

- In case of difficulty, students should contact OIT at (865) 974-9900 or complete a help form at <http://remedy.utk.edu/contact>.

Lecture Notes

Most lecture notes will be posted on Blackboard Learn in advance of each class meeting. **Please note that faculty members are not obliged to post lecture notes at all.** It is up to the faculty member to share these notes with the students. However, sharing the lecture notes is part of my instructional delivery method and teaching philosophy. The notes will not substitute for the textbooks or required readings.

Class Participation

Students are highly encouraged to participate in class by sharing ideas and related experiences, engaging in class discussion, and collaborating with peers to solve certain problems or simulate situations.

Citing and Formatting Sources

Use any standard style manual for citing and formatting sources used in assignments. You may use EndNote, Zotero, or any other application for importing and formatting citations based on your chosen style manual. These and other applications are available free of charge to you through Hodges Library.

Grading

Graded class activities will be returned within two to a maximum of three weeks. You will receive email notifying you about my submission of graded activities to BL. You have one week from the time of my submission of a graded activity to request a review of your grade. I will review the activity and the grade to determine any oversight on my part. I will reply to your request within one week of the request, unless I am traveling or have unforeseen circumstances or urgent matters to attend to.

Course Activities

| | |
|---|-----|
| Researching and reviewing recent literature | 15% |
| Real-world field experience on ILS discovery | 20% |
| Feasibility assessment & cost analysis (team or individual) | 20% |
| ILS evaluation through usability (team) (5% on class presentation) | 20% |
| Tests (2) – take home | 20% |
| Readings and class participation | 5% |

Grades

Grades will be assigned based on the following scale:

| Grade | Points | Performance |
|-------|----------|----------------------|
| A | 93-100 | Excellent |
| B+ | 86-92.99 | Very good |
| B | 80-85.99 | Good |
| C+ | 75-79.99 | Marginal |
| C | 70-74% | Below graduate level |

Evaluation of Submitted Activities

The overall evaluation of submitted activities includes but is not limited to: Quality of writing, organization, amount of analysis and synthesis, demonstration of critical thinking skills, adherence to the guidelines, and submission on time.

Academic Integrity

Students should be familiar and maintain their *Academic Integrity* described in [Hilltopics 2012/2013](#), page 46:

The university expects that all academic work will provide an honest reflection of the knowledge and abilities of both students and faculty. Cheating, plagiarism, fabrication of data, providing unauthorized help, and other acts of academic dishonesty are abhorrent to the purposes for which the university exists. In support of its commitment to academic integrity, the university has adopted an Honor Statement.

Honor Statement

Students should abide by the *Honor Statement* described in [Hilltopics 2012/2013](#), page 16:

An essential feature of The University of Tennessee is a commitment to maintaining an atmosphere of intellectual integrity and academic honesty. As a student of the University, I pledge that I will neither knowingly give nor receive any inappropriate assistance in academic work, thus affirming my own personal commitment to honor and integrity.

Disabilities and/or Special Needs

UT Office of Disability Services (ODS) “assists students with documented disabilities by determining their eligibility for services and then working with students to determine reasonable accommodations and services which will, in turn, give the student equal access to the University. It is important for students to remember that it is their responsibility to request disability services in the post-secondary setting, and they can start the process here at ODS...” Please contact ODS at 865.974.6087, should you need course adaptations or any other accommodations. Please contact me about this matter if you need to discuss any concerns. For additional information about ODS, visit <http://ods.utk.edu>

CCI Diversity Statement

The College of Communication and Information recognizes that a college diverse in its people, curricula, scholarship, research, and creative activities expands opportunities for intellectual inquiry and engagement, helps students develop critical thinking skills, and prepares students for social and civic responsibilities. All members of the College benefit from diversity and the quality of learning, research, scholarship and creative activities is enhanced by a climate of inclusion, understanding and appreciation

of differences and the full range of human experience. As a result, the College is committed to diversity and equal opportunity and it recognizes that it must represent the diversity inherent in American society. The College is acutely aware that diversity and fairness are foundations that unite the College's faculty, staff, students, and the larger communication and information community (see <http://www.cci.utk.edu/diversity-statement> for CCI's full Diversity Statement).