

I. COURSE DESCRIPTION:

Division: Learning Resources
Department: Library Technology
Course ID: LIB 065
Course Title: Public Services for Library Technicians
Units: 3 units
Lecture: 3 hours per week
Laboratory: None
Prerequisites: None

Catalog and Schedule Description:

An introduction to library circulation systems, customer service skills, bibliographic instruction, shelf maintenance, image in public service, dealing with problem patrons, and basic reference skills, including a review of standard print and computer-based reference sources and their usage.

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: One

III. EXPECTED OUTCOMES FOR STUDENTS:

Upon successful completion of the course, the student should be able to:

- A. Explain the function of the public services department within the library, and the role of the library technician within the public services department.
- B. Compare and contrast the advantages and disadvantages of a variety of library circulation systems.
- C. Apply listening skills and principles of interpersonal communication to answering questions on the telephone or at a Reference desk.
- D. Interpret what is wanted by a reference question, and identify appropriate sources to provide the needed information.
- E. Demonstrate a variety of successful coping strategies for dealing with difficult library patrons.
- F. Apply the skills learned in class to teaching others how to use basic library resources.

IV. CONTENT:

- A. Overview of public services and the role of the library technical assistant.
- B. Indexes
 1. Periodical indexes
 2. Newspaper indexes
 3. Literary indexes
- C. Library Catalogs
 1. Card
 2. Book
 3. COM (Computer Output Microform)
 4. CD-ROM (Compact Disk Read-Only Memory)
 5. Online
- D. Classification Systems
 1. Dewey Decimal System
 2. Library of Congress Classification System
- E. Subject Headings
 1. Library of Congress Subject Headings
 2. Sears List of Subject Headings
- F. Reference Sources
 1. Dictionaries
 2. Encyclopedias
 3. Almanacs
 4. Yearbooks
 5. Handbooks
 6. Biographical sources
 7. Bibliographies
 8. Directories

9. Magazine and newspaper sources
- G. Service Skills
 1. Image in public service
 2. Telephone skills
 3. Controlling confrontations
 4. "Active Listening"
 5. Interpersonal communication
The Reference Interview
 - H. Serials in Public Service
 - I. Reference Sources for Research in the Humanities
 - J. Reference Sources for Research in Literature
 - K. Reference Sources for Research in Science
 - L. Reference Sources for Research in Business
 - M. Multiculturalism in Libraries
 - N. Reference Sources for Research in Politics and Government
 - O. Conservation / Preservation of Library Materials
- V. METHODS OF INSTRUCTION:**
- A. Lectures
 - B. Small group projects and presentations
 - C. Audiovisual aids
 - D. Computer-assisted instruction
 - E. Field trips.
- VI. TYPICAL ASSIGNMENTS:**
- Research papers, journals, essays, or other written components will be assigned by all instructors.
- A. Completing weekly worksheets consisting of typical reference questions, where the student must:
 - a) identify the proper reference source, and b) answer the question.
 - B. Reading an essay or article dealing with a specific aspect of public service, and writing a concise essay in reaction.
- VII. EVALUATION(S):**
- Methods: Students will be evaluated on their ability to apply course concepts as measured by
- A. Completion of research paper, essay exams, or journals
 - B. True-false, multiple choice, or sentence completion exams
 - C. Presentation of an oral report and/or written project
- Frequency of Evaluations:
- A. Weekly assignments
 - B. Two or three examinations
 - C. Final report or project
- TYPICAL EXAMINATION QUESTIONS:
- A. Why was the public library commonly referred to as "The People's University" in the first half of this century?
 - B. Library public service is divided into two specific areas. What are they?
- VIII. TYPICAL TEXT(S):**
- A. James, Joseph. Introduction to Reference Work in the Digital Age. New York: Neal-Schuman, 2003.
 - B. Smith, Ken and Connie Anderson. Pay Attention! I'm Your Customer...and the Reason You're in Business. New York: Beaver's Pond Press, 2nd revised edition, 2001.
- IX. OTHER SUPPLIES REQUIRED OF STUDENTS:** None