CAPITAL COMMUNITY COLLEGE
STANDARD COURSE OUTLINE

SECTION I:

SUBJECT AREA AND COURSE NUMBER: LIB* 101

COURSE TITLE: Introduction to Library Public Services

COURSE CATALOG DESCRIPTION: This course prepares the student to work in public service areas including circulation, interlibrary loan and reference service.

LECTURE HOURS PER WEEK: 3

CREDIT HOURS: 3

PREREQUISITE(S): None

SECTION II:

A. SCOPE:

Upon the successful, completion of this course, should be able to:
1. Define the public service mission of a library and "public services"
available in public, special, academic and school libraries.
2. Define circulation functions and be familiar with related terminology.
3. Use an automated circulation system.
4. Define interlibrary loan functions and be familiar with related terminology.
5. Use automated and manual interlibrary systems.
6. Define reference functions and the Library Technical Assistant's role in a reference department.
7. Understand the nature of public services in children's departments and school libraries.
9. Understand the nature of library programming for adults.
10. Understand the instructional function in school and academic libraries.
11. Use microcomputers and selected on-line services for public services functions.
12. Be familiar with library public relations programs.
13. Understand the patron privacy and confidentiality rights.
14. Work effectively with library patrons, including special clientele, the disabled, and "problem patrons."
15. Understand access and censorship issues in libraries.

Course subject matter will include:
1) The Mission of the Library
      a) public
      b) academic

c) special
          d) school.
2) Public Services functions:
          a) circulation
          b) interlibrary loan
          c) programming
          d) public relations
          e) instruction
          f) reference services
          h) children's services
          g) evaluation of services
3) Libraries in the Information Age
          a) digital libraries
          b) the Internet
          c) censorship issues
          d) access issues

B. REQUIRED WORK: To be determined by the instructor as described in the course syllabus, but may include written assignments, hands-on library projects, library site visits and oral presentations.

C. ATTENDANCE AND PARTICIPATION: Regular attendance and class participation are expected. Specific instructor policies are listed in the course syllabus.

D. METHODS OF INSTRUCTION: The methods of instruction are determined by each instructor and may include but are not limited to lecture, lecture/discussion, demonstration of library technology, hands-on learning, collaborative learning, guest presenters, student presentations, web based assignments, site visits, and the use of computer technologies.

E. OBJECTIVES, OUTCOMES, and ASSESSMENT

The following objectives and outcomes represent the department's core requirements for student achievement:

LEARNING OBJECTIVES	LEARNING OUTCOMES	ASSESSMENT METHODS
To demonstrate an understanding of	**Student will**	**As measured by**
1. The reference interview process.	a) Observe a reference interaction between librarian and patron. b) Locate answers to reference questions. b) Complete a simulated reference assignment at the CCC library.	• A completed reference interview checklist. • Correct answers to reference questions provided by the instructor. • Successful completion of the simulated reference assignment.
2. The interlibrary loan process.	a) Demonstrate proficiency in placing interlibrary loans for books and journal articles	• The instructor will refer to OCLC's saved files to determine if materials have been requested properly.
3. The role of the paraprofessional in public service departments	Read and summarize journal articles related to specific topics in the course	• Written journal article critiques.
4. Customer service in libraries.	Visit a library and observe customer service practice.	• An oral and written report based on criteria from the assignment handout.

5. Circulation systems.	Complete a circulation assignment.	• Successful patron and material data entered into the circulation system.
6. Understand the concept of library programming.	Attend a library program.	• Written report on a library program.
7. Library websites and the relationship to public rerlations.	Evaluate good and poor library websites.	• Written and oral report based on assignment criteria.
8. Library and information databases.	Evaluate library databases	• Written database evaluation report.

F. TEXT(S) AND MATERIALS:

To be determined by the instructor and described in the course syllabus.

G. INFORMATION TECHNOLOGY: Access to circulation software, interlibrary loan software, online information databases, shelving software, audio-visual and computer presentation equipment and course management systems.