

LIB K126
INTRODUCTION TO LIBRARY PUBLIC SERVICES
FALL 2002 TUESDAY 6:30-9:15 PM

OBJECTIVES

This course is an introduction to public services in libraries of all types. Students will learn about procedures such as circulation, reserves, and interlibrary loan. Other services such as public relations, programming, and displays are also discussed. The role of the LTA in customer service is emphasized.

TEXT: Evans, G. Edward Introduction to Library Public Services. 6th ed. Libraries Unlimited, Inc. 1992

INSTRUCTOR: Hali Keeler

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Office Hours: by appointment

Requirements on which you will be graded

Quizzes	15%
Homework	10%
Paper/Project	25%
Midterm	25%
Final	25%

Participation in class activities and discussions may affect your grade.

Attendance Policy

Attendance is mandatory. Unexcused absences, for which no arrangements are made to make up the work, may jeopardize a passing grade.

College Withdrawal Policy

Students may withdraw, in writing at the Registrar's Office until November 13.

Students may withdraw with the signature of the Instructor/Advisor until December 4

Students with Disabilities

If you have a visible or hidden disability or learning difference that may require classroom or test-taking modifications, please see me as soon as possible. If you have not already done so, please be sure to register with the Disabled Student Councilor or coordinator.

Syllabus

Starred (*) readings are on reserve in the Learning Resource Center and online (journals)

- 9/3 1. Introduction; history; role and philosophy of public service; public service in different types of libraries.

Chapter 1 in text

- 9/10 2. Computers in libraries; circulation services

Chapter 6

- 9/17 3. Circulation services (con't.); Reserves

Chapter 7

- 9/24 4. Quiz; Information and Reference services

Chapter 2,3,4

- 10/1 5. Interlibrary loan; Special collections; serials; media; review

Chapters 5,8,9,10

- 10/8 6. Displays; Marketing

Library Displays, chapter 2: Patron X; chapter 3: The Publicity Message*

“Libraries have little to fear from bookstores”, LJ 9/15/98*

“Barnes & Noble: the new college library?” LJ 2/1/98*

“What if you ran your library like a bookstore” AL 3/98*

“Bookstore backlash” AL 5/98*

- 10/15 7. Midterm

- 10/22 8. Library Patrons; Customer Service

“Reference etiquette”, AL 5/98*

“By any other name, they’re still our customers”, AL, 8/97*

“We need to commit to Reader’s Advisory services”, AL 12/97*

“Customer service and the “rule of 1965””, AL 10/99*

NCES-Uses of public library services*

ALA usage and perception study*

Customer Service for Dummies *

chap. 4 & 5: “A wink, a nod and a smile”

“It’s not what you say”

- 10/29 9. Children's services; Service to patrons with special needs
- "Diversity takes children to family friendly place", AL 8/98*
Children's Library Services Handbook:*
Chapter 1: The roles and responsibilities...
Chapter 2: Understanding children
- 11/5 10. Problem patrons; Security issues
- Chapter 12
"When trust isn't enough", AL 5/98*
"When disaster strikes", AL 4/2000*
Library Patrons and the Law, *
chapter 9: Legal constraints
Customer Service for Dummies,*
chapter 15: Dealing w/Difficult People
- 11/12 no class
- 11/19 11. Quiz; Programming; Public Relations
- A Guide to Public Relations for Libraries*
Part Time Public Relations with Full Time Results,*
chapter 1: News releases, Photo releases, PSAs
- 11/26 12. Intellectual Freedom and Censorship
- Intellectual Freedom Handbook, ALA 1996*
ACLU-Censorship in a Box* www.aclu.org/issues/cyber/box.html
"Places I never meant to be", AL June/July 1999*
"Dangerous modern library list", AL 9/98*
"Policies for the use of public Internet", PL May/June 97*
"Sex, kids, and the public library" AL June/July 1997*
- 12/3 13. Intellectual Freedom and Censorship (cont)
- USA Patriot Act* www.ala.org/alaorg/oif/usapatriotact.html
See also: USA Patriot Act in the Library
FBI in Your Library
CIPA* www.ala.org/cipa/
- 12/10 14. make-up if needed
projects
- 12/17 15. Final