

LIB K101
INTRODUCTION TO LIBRARY PUBLIC SERVICES
FALL 2007 THURSDAY 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, reference, 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. 1999

INSTRUCTOR: Hali Keeler

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Office Hours: 30 minutes prior to class or by appointment

Requirements on which you will be graded

Homework	5%
Unit Exams	25% each
Final Paper	20%

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, will jeopardize your grade.

College Withdrawal Policy

Students may withdraw, in writing at the Registrar's Office until November 4.

Students may withdraw with the signature of the Instructor/Advisor until November 28.

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. You must present documentation in order to receive accommodations.

Syllabus

UNIT I: Nuts and Bolts

- 8/30 The role and philosophy of public service; public service in different types of libraries.
Chapter 1 in text
- 9/6 Circulation services
Chapter 6
- 9/13 Information/Reference Services; Reader's Advisory; Reserves
Chapter 2 [pp29-36,51-62; Chapter 3 [pp67-91,106-109]; Chapter 7
- 9/20 Special Collections, Serials, Media
Chapter 8 [pp277-284], 9, 10 [pp347-351]
- 9/27 Interlibrary loan
Chapter 5 [pp173-193, 197-201]

Unit II: People

- 10/4 Exam 1
Library Patrons; Customer Service
Chapter 2, [pp38-43]
By any other name, they're still our customers, AL 8/97
Reader's Advisory 101, Library Journal 11/1/2003
Handout
- 10/11 Children's Services; Patrons with Special Needs

Connor, Jane Gardner: Children's Library Service Handbook
Chapter 1, 2 [in most libraries, check reQuest]
The bottom line: reflections on the role of youth services librarians,
School Library Journal 12/2003
Handouts

- 10/18 Problem Patrons; Security
Text: Chapter 12 [pp. 445-464]
When trust isn't enough, AL 5/98
When disaster strikes, AL 4/2000
Handouts
- 10/25 Public Relations and Programming
Handout
- 11/1 Displays and Marketing
Libraries have little to fear from bookstores, LJ 9/15/98
What if you ran your library like a bookstore? AL 3/98
Handout

Unit III: Issues

- 11/8 Exam II
Intellectual Freedom and Censorship
Places I never meant to be, AL June/July 1999
Dangerous modern library list, AL9/98
ACLU-Censorship in a box. www.ala.org : search title
Intellectual Freedom handbook, CLA 1996
- 11/15 PATRIOT Act; more IF&C
USA PATRIOT act,
Children's Internet Protection Act
www.Ala.org
search: ALA PATRIOT ACT in the Library
: ALA CIPA
- 11/29 Make Up /Presentations
- 12/6 Exam