

LIB K101
INTRODUCTION TO LIBRARY PUBLIC SERVICES
FALL 2009 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. 7th ed. Libraries Unlimited, Inc. 1999

INSTRUCTOR: Hali Keeler

Director, Bill Memorial Library, Groton, CT 06340

Phone: (w) 445-0392 (h) 446-0588 (cell) 235-7421

Email: hkeeler@billmemorial.org

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

- 8/27 The role and philosophy of public service; public service in different types of libraries.
Chapter 1 and 2 [pp 15-20, 30-37] in text
Library Bill of Rights; Code of Ethics [search: www.ala.org]
- 9/3 Circulation services
Chapter 8
- 9/10 Information/Reference Services; Reader's Advisory; Reserves
Chapters 4, 5, 9
Reader's Advisory 101, Library Journal 11/1/2003
- 9/17 Archives/Special Collections, Serials, Media
Chapters 10, 11, 13
- 9/24 Interlibrary loan
Chapter 7

Unit II: People

- 10/1 Exam 1
Library Patrons; Customer Service
Chapter 3
Too Much Customer Service? LJ 9/1/2003
Be Selfish, Promote Service LJ 6/15/2009
You as Internet know-it-all PL July/Aug 2007
- 10/8 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
www.ala.org: Adaptive Technology: Not Just for People with Disabilities
CLA/ADA Committee: <http://www.ctlibraryassociation.org/adares.htm>
ASCLA Tip Sheets:
<http://www.ala.org/ala/mgrps/divs/ascla/asclaprotools/accessibilitytipsheets/default.cfm>

10/15 Problem Patrons; Security
Text: Chapter 15
Dealing with Problem Behavior in the Library, PL Sept/Oct 2007
When disaster strikes, AL 4/2000

10/22 Public Relations and Programming
Chapter 14

10/29 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
Branding and marketing your library PL Sept/Oct 2008

Unit III: Issues

11/5 Exam II
Intellectual Freedom and Censorship
Places I never meant to be, AL June/July 1999
Dangerous modern library list, AL 9/98
ACLU-Censorship in a box:
www.aclu.org/privacy/speech/14915pub20020916.html
Intellectual Freedom handbook, CLA 1996

11/12 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

11/19 IF&C con't /Presentations

12/3 Exam III