**LIB K101**

**Introduction to Library Public Services**

**Online Course**

**Fall 2018**

**Instructor: Hali R. Keeler**

**Schedule:** Each week begins on Sunday morning 12:00 a.m. when new course content becomes available in Blackboard. The week ends on Saturday night at 11:59 p.m. when the assignments of the week are due.

**Office hours - Contact me at** **hkeeler@threerivers.edu****, halirkeeler@gmail.com, or call or text at 860-235-7421.**

Please include **Foundations of Library Services** in the subject line of your email about this class.I will respond as soon as possible, usually within 24 hours.

**Blackboard LEARN:**

All assignments will be posted each week in a folder on Blackboard. Folders are clearly labeled by week, date, and content. Within each folder there are three folders: Lecture, Class resources, and Assignments. Please read and view all materials in the lecture folder as this is where you receive my content instruction for the week.

Supplemental readings and instructional resources such as websites, videos and journal articles are posted in the Class resources folder.

Assignments each week are found in the Assignment folder. Follow instructions carefully and contact me if you have any questions. For most assignments an assessment rubric is provided. Assignments are to be *uploaded to me in Blackboard* (see instructional video below).

**Required Texts**: Keeler, Hali. Foundations of Library Services: An Introduction for Support Staff. Rowman & Littlefield, 2015.

**Secondary Sources:** Articles as assigned

# *Course description:*

*This course is an introduction to library 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, as well as the importance of Intellectual Freedom and Censorship. The role of LSS in customer service is emphasized.*

* ***Upon successful completion of this course you will be able to:***
* *Explain the role and philosophy of library service in different types of libraries*
* *List the process for circulating materials and how ILS work*
* *Comprehend the processes of Reference and Reader's Advisory*
* *Know the steps for performing interlibrary loans*
* *Understand the differing needs of children, adults, and persons with special needs*
* *Be familiar with public relations and marketing tools*
* *Provide excellent customer service*
* *Be familiar with the issues of intellectual freedom and censorship*

**Course Work and Assignments:**Instruction for this course comes from online lectures in various formats such as video, readings, and PowerPoints. Students are required to view and/or read all lecture materials as well as complete all readings, field-observations, written assignments, exercises, and presentations for each week. Students will be expected to complete each assignment and project as well as participate in discussions and online group exercises.

Blackboard is our classroom for this online course. Information will be presented in a variety of formats, including but not limited to PowerPoint, Microsoft Word, YouTube video, PDF documents and web pages. It is the expectation of the professor that students will to devote a minimum of **three to five hours each week to learn through the lecture and assignments and will turn in their work in a timely manner.**

**Assignments Uploaded to Blackboard**

Students will find assignments in the weekly Assignments folder. Assignments are linked to the Grade Folder and once graded, the assessment will visible to you in Blackboard. Open *my assignment* and save it to your computer. After completing an assignment, submit it (browse and upload) to the Assignment folder. View these instructions from BlackBoard:

<https://www.youtube.com/watch?annotation_id=annotation_913066741&feature=iv&src_vid=7ZuZW9-KAjY&v=oI3X0XW-xkI>

***Course Policies:***

**Participation and Attendance:**

This online course requires that students participate each week and keep current with their work. New learning occurs when students are engaged and involved on a regular basis. Blackboard provides the instructor the means to monitor a student’s use of the class files and participation. *Ten percent* of a student’s grade will be based upon participation and attendance.

**If you find you must miss a week of class, please contact the professor immediately so that plans can be made to help you get back on the schedule.**

**Readings:**

It is important to keep current with new trends. Students will be required to read articles relevant to the course work to help them expand their thinking about how library services work.

In addition to the weekly chapter readings from the text, there will be journal articles that will help us understand changes in library service. These articles will be posted on Blackboard. An article template will be provided to help you guide your reading. Students will be expected to join informal discussions about their readings. These readings will be assessed as part of their class participation/discussion.

**Practical Experiences:**

Assignments are meant to give students hands-on experiences that will add to their learning. Homework assignments are posted in the Assignment folder in Blackboard, and students are encouraged to relate their own library or work experiences in their learning.

**Other Course Requirements:**

Homework will consist of readings each week that enhances students’ understanding of the role of the paraprofessional in library public service. Additional assignments may include answering textbook questions. During this semester you will be required to read 4 articles relating to the topics covered IN EACH PART (I, ll, lll) and write a summary/evaluation according to the template. Homework assignments and activities reinforce class work and provide an opportunity for students to enhance their knowledge of the topic and provide opportunities to explore topics of further interest.

**Citing Sources:**

Students will be expected to view and use many sources this semester. It is to your benefit to keep a bibliography. If you do so, you will have a valuable file of resources at the end of class. I recommend you establish an online citation account with Noodletools, Bibme or Easy Bib (or another resource) if you do not already have one. Use the Chicago Manual of Style when citing sources for class assignments.

**Noodletools:** <http://www.noodletools.com>

**Bibme** <http://www.bibme.org/>

**Easy Bib** <http://www.easybib.com/>

**Dates and Penalties:**

All work is due at the next class meeting unless otherwise specified. Work handed in late may impact the student’s grade.

**College Withdrawal Policy:**

Students may withdraw, in writing at the Registrar’s Office, for any reason until the end of the 10th week of classes. From the 11th week through the end of the 13th week, a student may withdraw with the signature of the instructor or advisor.

**Computer Use:**

Written projects and assignments must be completed using a Microsoft Word or other word processing program that can be read in WORD. If you do not use WORD, I recommend you save your homework files in **rich text format (RTF).**  These are the only formats I accept.

Internet access and an email address are required components of the class.

**Grading System & Policies:** All assignments must be completed to receive full credit. Permission to turn in an assignment late or to take a make-up exam must be obtained from the professor. Each assignment is graded on a scale with 100 points.

|  |  |
| --- | --- |
| Participation and Attendance | 10% |
| Weekly Assignments/Articles | 70% |
| Final Project (Exam) | 10% |
| **Total for final grade** | **100%** |

**Grading Scale:**

# Grades Equivalent Quality Points

A 94-100 4.0

A- 90-93 3.7

B+ 87-89 3.3

B 83-86 3.0

B- 80-82 2.7

C+ 77-79 2.3

C 73-76 2.0

C- 70-72 1.7

D+ 67-69 1.3

D 63-66 1.0

D- 60-62 0.7

F 0

Students needing assistance in writing, mathematics, language arts or general tutoring are encouraged to use the Tutoring and Academic Success Centers (TASC) offered at the college.

**Digication:**

All students are required to maintain a learning portfolio in Digication that uses the (Three Rivers) College Template.

https://www.trcc.commnet.edu/learning-resources/eportfolio-digication/

**Learning Accommodations**

If you have a hidden or visible disability, which may require classroom or test-taking modifications, please contact me as soon as possible. If you have not already done so, please be sure to call the Counseling Center at (860) 215-9017

Students needing assistance in writing, language arts or general tutoring are encouraged to use the Tutoring and Academic Success Centers (TASC) offered at the college.

If you have an individual learning accommodation or a personal concern related to your learning, 14it is important you share it with me during the first week of class. Thank you!

**Instruction and Lecture:**

The instructor uses a variety of formats to convey new information. A primary means of instruction is **WebEx** whereby video lectures are created and recorded. The student will see both

the content of PowerPoint or websites from the computer screen. At the same time there is a window with the instructor talking to the class.

PowerPoints are also developed for student learning each week with hyperlinks to websites and databases. In addition, there may be YouTube and other media links, documents, and images.

All instructional resources are found in the Lecture and Assignment folders.

**Assessment:**

A rubric is provided with each weekly activity that specifies the criteria of the assignment and the percentage values on a developing scale. The rubrics are found in BlackBoard linked to the assignments.

**Honor Code:**

*During Week 1 students are expected to read and sign the Honor Code for this class that they will do their own work.*

**Methods:**

Online instruction is provided in WebEx recorded (split screen) video lectures; PowerPoint presentations, documents, YouTube or other film tutorials, audio files, observations in library settings, case study, and other journal articles or readings.

**Syllabus**

***PART I: MATERIALS***

**Week 1: Library Services Today: An Overview**

8/22/ 2018

Ethics

Users

Different types of libraries

Staffing

Public and Technical services

**Week 2**: **Acquisitions, Collection Development and Classification**

9/2/2018

Acquisitions
 Collection development

 Classification

**Week 3: Special Collections and Non-Book Materials**

9/9/2018

 Special Collections

 Serials

 Media

**Week 4: Circulation Services**

9/16/2018

 Circulation Services

 Non-print materials

 Security and theft detection

 ***1st Article Due***

**Week 5: Reference Services, Reader’s Advisory, and Reserves**9/23/2018

 Resources

 Reference services – on and offsite

 Reference interview

 Reader’s Advisory

 Reserves

**Week 6: Sharing of Resources**

9/30/2018

 Interlibrary loan

 Sharing of other resources

***PART II: CUSTOMER SERVICE***

**Week 7: 21st Century Library Customer Service: An Overview**

10/07/2018

 Customer service

 Body language

 Telephone and remote protocol

**Week 8: Customer Service to Youth**

10/14/2018

 Service to Children

 Service to Teens

 Social Media

 ***2nd Article Due***

**Week 9: Service to Older Adults**

10/21/2018

 Resources for older adults

 Internet use

 Outreach to homebound and assisted living

**Week 10: Service to Patrons with Special Needs**

10/28/2018

 Americans with Disabilities Act

 Practical adaptations

 Assistive technology

**Week 11: Challenging Patrons and Related Issues**

11/4/2018

 Service to the poor and homeless

 The disruptive patron

 Security of personnel

**Week 12: Library Programming and Public Relations**

11/11/2018

Programs and public relations

 Marketing and branding

 Display

 ***3rd Article Due***

***PART III: ACCESS TO INFORMATION: A FUNDAMENTAL RIGHT***

**Week 13: Intellectual Freedom and Censorship**

11/18/2018

 First and Fifth Amendments

 Library Bill of Rights

 Intellectual Freedom

 Censorship

**Week 14: The Freedom to Read**

11/25/2018

 Challenged materials

 Selection policies

 USA PATRIOT Act

***4th Article Due***

**Week 15: Children and Intellectual Freedom**

122/2018 Children’s Internet Protection Act (CIPA)

 Filtering

 Children and social media

**Final Assessment**