

PALOMAR COLLEGE
COURSE OUTLINE OF RECORD FOR
DEGREE CREDIT COURSE

Transfer course A.A. degree applicable course
(check all that apply)

COURSE NUMBER AND TITLE: LT 115- Library Operational Skills/Public Services

UNIT VALUE: 3

MINIMUM NUMBER OF SEMESTER HOURS: 48

BASIC SKILLS REQUIREMENTS: Appropriate language skills.

ENTRANCE REQUIREMENTS

PREREQUISITE: None

COREQUISITE: None

RECOMMENDED PREPARATION: None

SCOPE OF COURSE:

This course will prepare the student to provide public service in the circulation area of the library. Students will be introduced to principles and practices of material shelving, interlibrary loan services, circulation of materials, fines, patron records, supervision, handling cash, maintaining statistics, and building security and emergency procedures.

SPECIFIC COURSE OBJECTIVES:

Student will be able to:

1. Describe the role and philosophy of public services.
2. Supervise staff.
3. Practice effective customer relations.
4. Operate circulation control systems.
5. Administer circulation operations.
6. Provide inter-library loan and reserve services.
7. Maintain stacks.
8. Recognize security issues.
9. Use and troubleshoot copy machines and understand copyright law.

CONTENT IN TERMS OF SPECIFIC BODY OF KNOWLEDGE:

- I. Role and Philosophy of Public Services
 - A. Basic functions
 - B. Privacy and equal access
- II. Supervise Staff
 - A. Training
 - B. Evaluation
 - C. Volunteers
 - D. Personnel selection

- III. Effective Customer Relations
 - A. Communication
 - 1. Active listening
 - 2. Questioning techniques
 - B. Service orientation
 - 1. Phone inquiries
 - 2. Face-to-face
 - C. Handling complaints
 - D. Disruptive patrons
 - 1. Policy
 - 2. Procedures
- IV. Operation of Circulation Systems
 - A. Circulation procedures
 - 1. Patron's records
 - 2. Statistics
 - 3. Collecting fines
 - a. Use of cash register
 - b. Use of cash drawer
 - 4. Library card
 - 5. Check out and check in material
 - B. Circulation policies
 - 1. Confidentiality
 - 2. Equal access
- V. Interlibrary Loan
 - A. Keeping and using records
 - B. Ethical and legal considerations
- VI. Reserve Services
 - A. Circulation
 - B. Maintaining records
 - C. Security considerations
- VII. Stack Maintenance
 - A. Classification systems
 - B. Shelving
 - C. Shelf-reading
- VIII. Security Issues
 - A. Security plan
 - 1. Opening and closing routines
 - 2. Staff training
 - B. Disaster preparedness planning
 - 1. Fire protection
 - 2. Building evacuation
 - 3. Earthquakes
- IX. Copy Machines
 - A. Using and troubleshooting
 - B. Copyright issues

REQUIRED READING:

Text:

Evans, Edward G. and Thomas L. Carter. Introduction to Library Public Services. Englewood, CO: Libraries Unlimited, 1999.

SUGGESTED READING: Selected journal articles including case studies

- REQUIRED WRITING:**
1. Essay questions on midterm and final exam.
 2. Two page review and summary of selected library circulation policy.
 3. One page review and summary of online library circulation policy.
 4. Write one page evaluation for imagined employee.
 5. Write interview questions for new employee (one page).
 6. Write 3 page observation journal of public services personnel, include script for imagined public service encounters.

OUTSIDE ASSIGNMENTS:

Students are expected to spend a minimum of three hours per unit per week in class and on outside assignments, prorated for short-term classes.

Complete all outside reading assignments. Complete written assignments as stated in the Required Writing section above.

INSTRUCTIONAL METHODOLOGY:

Check all that apply:

- lecture
 laboratory
 lecture-laboratory combination
 directed study

This course may be offered as a distance learning course and meets Title 5 regulations 55370, 55372, 55374, 55376, 55378, and 55380.

Yes No

If yes, check all that apply.

- Television Course (Video one-way, e.g. ITV, video cassette, etc.)
 Online Course (Text one-way, e.g. newspaper, correspondence, electronic file, etc.)
 Two-Way Video Conferencing (Two-way interactive video and audio)
 One-Way Video Conferencing (One-way interactive video and two-way interactive audio)
 Computer Assisted Instruction (A specialized form of mediated instruction relying primarily on student access to information and prepared lessons or teaching materials through a computer terminal, but not under immediate supervision of a qualified instructor.)

GRADING POLICY AND STANDARDS (include methods of determining whether the stated objectives have been met by students):

Grading on Percentage: 90 - 100%= A
 80 - 89% = B
 70 - 79% = C
 60 - 69% = D
 Below 60% = F

10% Class Participation
50% Written Homework Assignments
20% Midterm Examination
20% Final Examination

IS COURSE REPEATABLE FOR REASON(S) OTHER THAN DEFICIENT GRADE?

Yes ___ No x Number of times course may be taken for credit: 1

If yes, identify specific provision of Title 5 Division 2 section(s), 55761-55763 and 58161 which qualifies course as repeatable:

CONTACT PERSON: Carolyn Funes

SIGNATURES:

SIGNATURES ON FILE