# Course Syllabus, Fall 2020

COURSE DETAILS

**LT115** Library Operational Skills/Public Services**, 3-unit online course**

**Course Dates:** Monday 8/24/2019 through Saturday 12/19/2019

**Instructor:** April Cunningham

**Email**: acunningham@palomar.edu

**Office hours:** by appointment (Zoom or phone)

**For Emergencies, text:** 760-505-7177

IMPORTANT DATES

Because of rules set by the state for enrollment in online courses, you need to complete the assignment for the first and/or second module to stay in the class.  If you do not complete at least one of the first two modules, I will have to drop you from the course even if you want to stay enrolled. Unfortunately, that means you cannot take too much time establishing your routine for getting work done and getting yourself on track.  For that reason, if you are having any trouble with the first module, please get in touch with your instructor right away, acunningham@palomar.edu.

COURSE DESCRIPTION

This course will prepare the student to provide public service and access services in the circulation area of the library. Students will be introduced to principles and practices of serving diverse patrons, recognizing and reducing barriers to library access, circulation of materials, fines, patron records, interlibrary loan services, supervision, handling cash, maintaining and interpreting statistics, and security and emergency procedures.

STUDENT LEARNING OUTCOMES

Upon successful completion of the course you will be able to:

- Explain and evaluate the procedures that ensure library users have access to library materials.
- Clearly communicate to library users the rights and responsibilities they have when accessing library materials.
- Critically examine the issues facing staff who work in public services.
- Evaluate the quality of libraries' public services.

SKILLS THAT WILL APPLY IN THE WORKFORCE

- Communicating clearly in writing, using vocabulary that is specific to the library profession.
- Using professional information sources--like magazines, websites, and scholarly journals from library organizations and library workers--to support your observations and claims.
- Engaging in systematic thinking and ethical investigation when considering the possible outcomes of a particular action, decision, or interpretation.
- Managing time and stress by completing assigned tasks without direct supervision.
- Displaying initiative and persistence by prioritizing, juggling, and completing additional duties in a careful, thorough, and dependable manner.
- Demonstrating appreciation for cultural and individual differences and similarities by respecting divergent experiences and identifying the value brought by each member of the community.
- Demonstrating an orientation to service by seeking ways to help people and engaging in the community.
- Adapting to new systems by being willing to learn and/or adapt to new computer platforms, operating systems, and software programs and having strategies to learn new systems independently or through formal coursework.

SPECIFIC COURSE OBJECTIVES

Upon successful completion of the course you will be able to:

1. Identify a wide range of security issues and concerns as they relate to the responsibilities expected of library technicians.
2. Observe effective customer relations in the online library setting.
3. Recognize performance expectations and competencies as they relate to library employment.
4. Understand the functions of Circulation, Reserves, Interlibrary Loan, and Programming areas of a library public services department.
5. Understand the impact of integrated library systems on public services employees in the library setting.
6. Understand how to develop the skills necessary to complete basic library tasks such as troubleshooting machines, maintaining equipment and handling the cash register.

OPTIONAL TEXTBOOK:

Evans, G. E., et al (2015). *Library Programs and Services*, 8th ed. Greenwood, CO: Libraries Unlimited.

If you use the 7th edition, please use your judgement to find the correct chapter based on the assigned chapter reading.  Not all chapters from the new edition are available in the older edition.

Additional REQUIRED READINGS will be assigned each week and will be available in Canvas. Students will also need to retrieve materials using the online collections of the [Palomar College Library](#).

INSTRUCTOR AVAILABILITY

The best way to reach me is by email – acunningham@palomar.edu. I check my email every day, Monday through Friday.  I will usually check my email at least once during the weekend. If I have to be away from email because of other obligation, I will post an announcement.

If you'd like to meet by Zoom or phone, please contact me so we can set-up a meeting. I'd love to talk with you!

EMAILING THE INSTRUCTOR

For consistency and ease of recognition and response **put "LT115" in the subject line for ALL email messages sent to me** (acunningham@palomar.edu). This will help to distinguish student email from all the other messages.

TYPOS HAPPEN

Since I'm communicating with you almost entirely through written instructions, announcements, emails, and other notes, you can expect to find some minor errors.  I will do my best to proofread all of the content that I post (and I assume you will do the same with what you post). If you come across an error in one of my documents that makes it hard for you to figure out what I mean, please email me right away.  I will appreciate your help with finding typos and other errors that are causing confusion.

MAJOR PROJECTS

You have several major projects for this course, including a data analysis assignment, an online library observation report, an access services proposal, a user-group profile, an open-book final exam, and 3 "Top 3" discussion board portfolio reflections.  Your weekly assignments will help you to complete these major projects by giving you the opportunity to practice your skills.

Assigned due dates are designed to keep you on track to successfully complete the course.  If you need to arrange an alternative due date for a major assignment, please contact me as soon as you can and we will find a mutually agreeable submission date.  Late work will be graded but may not receive feedback. I cannot accept any work from you after the final day of class on December 19.

| Major Project | Workforce Skills |
|---------------|------------------|
|               |                  |

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|---|---|
| Data Analysis Assignment | Displaying initiative and persistence<br><br>Using professional information sources<br><br>Engaging in systematic thinking |
| Online Library Observation Report | Demonstrating a service orientation<br><br>Communicating clearly in writing<br><br>Managing time and stress<br><br>Displaying initiative and persistence<br><br>Demonstrating sensitivity<br><br>Observe effective customer relations in the library setting. |
| User-Group Profile: Under-Served Library Users | Using professional information sources<br><br>Demonstrating a service orientation<br><br>Communicating clearly in writing<br><br>Managing time and stress<br><br>Demonstrating sensitivity |

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|---|---|
| Access Services Proposal for Improving Service to Under-Served Library Users | Using professional information sources<br><br>Demonstrating a service orientation<br><br>Communicating clearly in writing<br><br>Managing time and stress<br><br>Demonstrating sensitivity<br><br>Engaging in systematic thinking<br><br>Understand the functions of Circulation, Reserves, Interlibrary Loan, and Programming areas of a library public services department. |
| Discussion-Board Portfolios | Displaying initiative and persistence<br><br>Engaging in systematic thinking |
| Open-Book Final Exam | Communicating clearly in writing<br><br>Managing time and stress<br><br>Demonstrating sensitivity<br><br>Engaging in systematic thinking |

WEEKLY DISCUSSIONS/CLASS PARTICIPATION

- Students are expected to contribute to group activities and class discussion. This type of participation is required by the college to make sure that online classes are as much like face-to-face classes as possible.
- Students are expected to express their own opinions, pose questions, compare and contrast ideas, and collaborate through discussion. What you learn in this class will come from the connections you make with the content. Your effort is what will make it possible for you to apply what you learn to your other LT courses and to your work in libraries.

| Workforce Skills Practiced in Weekly Discussions will Include |
| --- |
| Identify a wide range of security issues and concerns as they relate to the responsibilities expected of library technicians.<br><br>Understand the impact of integrated library systems on public services employees in the library setting.<br><br>Understand how to develop the skills necessary to complete basic library tasks such as troubleshooting machines, maintaining equipment and handling the cash register.<br><br>Using professional information sources<br><br>Demonstrating a service orientation<br><br>Communicating clearly in writing<br><br>Managing time and stress<br><br>Displaying initiative and persistence<br><br>Demonstrating sensitivity |

EXTRA CREDIT

Extra Credit opportunities might be given during the semester. And it may be the case that no extra credit is available during this class.

READINGS, ASSIGNMENTS, TIME MANAGEMENT, AND COURSE CONTENT

Since this is an online course, you will be doing a lot of reading and writing, and completing weekly learning activities over the next 16 weeks. As a general rule, for each hour that you spend in a college-level class, you should plan to spend one to two hours outside of class each week preparing and studying for it. **Since this is a three unit, online course, you should plan to spend *nine to 12 hours each week doing work*.** Students who are already skilled at research, writing, and at managing their time in online classes can expect the class to take about nine hours a week.  Students who are not yet highly skilled at research, writing, and managing their time in online classes should expect the class to take them 12 or more hours per week.

If you are not getting the scores you hoped for on your discussion board portfolios and major assignments, please use the written feedback to adjust your performance.  If after adjusting your performance and spending additional time reading, reviewing, and writing you are still not getting the scores you hope for, please schedule a meeting with me and we can discuss additional techniques for reading efficiently and managing your time in an online class.

GRADING POLICY AND STANDARDS:

A = 774–860 points

B = 688–773 points

C = 602–687 points

D = 516–601 points

F = below 516 points

**Final course grade will be based on the following\*:**

3 Discussion Board Portfolios, due on various dates 325 points

Online Library Services Evaluation, **due September 13** 70 points

Data Analysis Assignment, **due October 11** 40 points

Under-served Library Users, **due November 8** 100 points

Access Services Proposal, **due December 6** 150 points

Final, **due December 19 (a Saturday -- last day of class)** 115 points

Miscellaneous points

Total Possible Points   860\*\* points

\*All due dates listed in the syllabus are subject to change with notice.

\*\*This total is subject to change.

## ACADEMIC HONESTY

Students are expected to adhere to the highest standards of academic integrity.  This includes: honesty, trust, fairness, respect, and responsibility. Please refer to the College's Standards of Conduct

Your work in this class should be a representation of your own ideas and understanding.  If you copy someone else's words, or even paraphrase someone's ideas without giving them credit, you're plagiarizing even if you don't mean to.  Plagiarism and cheating are unacceptable because they interrupt the learning process and if you plagiarize it may result in a failing grade for an assignment or for the entire course. Many students do not understand what counts as plagiarism when they take college classes.  Feel free to ask me if you aren't sure about something.  If it seems to me that the work you are submitting is based on others' work without giving them credit, I will contact you and we will discuss the details of plagiarism.  After discussing plagiarism, if it remains a problem, I will contact you again and it may become an issue that I will need to report to the college for further action. See the following websites for more details on plagiarism:

[www.plagiarism.org/](www.plagiarism.org/)

[Using Sources from Harvard University](Using Sources from Harvard University)


## STUDENT SUCCESS RESOURCES

Disability Resource Center

A student with a verified disability may be entitled to appropriate academic accommodations.  If you have a disability and believe that you will need accommodations, you are encouraged to contact both your instructor and the Disability Resource Center at 744-1150 ext. 2375.

Counseling

The Counseling Department at Palomar provides free counseling services for academic and personal guidance.  Every student who is planning to complete a degree or certificate should meet with a counselor to find out what classes are required and to complete an education plan.  To schedule an appointment, call the department at (760) 891-7511 or go to their [counseling website.](counseling website.)

Free Tutoring

Get help with your work, free of charge, through online tutoring.  Find [information about online tutoring here](information about online tutoring here).

Microsoft Office (including Word)

All of the core Microsoft Office applications are available to Palomar students for free.  So if you don't have word processing, spreadsheet, and presentation software on your computer and you need it, please go to this [webpage about Microsoft access](webpage about Microsoft access).

Ask-a-Librarian is a 24/7 chat reference

This is a service  where you can type in your research-related question and [get help from a librarian](#) even when the library is closed.

Job Placement Assistance

You can get help with resumes and other job search tasks by filling out the interest form on the [Job Placement website](#).

If there are other student success services that you're aware of that you think I should highlight in the syllabus, please email me with the details. :)

## **Advice for Success**:

Finish the reading by Sunday of the week it's assigned so you have time to think about it before you try to write your post.  Take notes on the chapter so you can easily refer to sections or quote the authors in your posts and replies.

When you summarize or paraphrase something you found in the textbook, put this APA-style in-text citation at the end of the sentence (Evans, Saponaro, Christie, & Sinwell, 2015).  Rarely, you might decide to quote from the textbook, in that case you have to include the page number in your in-text citation. It could look like this: When librarians provide reference services, their focus is "answering questions and assisting people in identifying useful material" (Evans, Saponaro, Christie, & Sinwell, 2015, p. 9).

Note: Usually it's better to just summarize or paraphrase what's in the text, since using direct quotations from a source should be a technique you save for special occasions when the author of the original source has said something uncommon or has said it in a unique way that you want to show to your reader.  If you're just trying to get the information across, you shouldn't quote it, you should **explain it the way you understand it and cite where you got it**.  Please ask me if you have any questions about that.

The assignments I create are meant to give you opportunities to deepen your learning and demonstrate your mastery of new concepts.  I see grades as one form of communication between instructors and students about what students are showing about their learning by the work they are producing.  You are receiving scores on your assignments and they will have a direct effect on your final grade in the class. But they are not set in stone. If you are not satisfied with your scores, I encourage you to contact me to discuss how you can adjust your approach on upcoming assignments in order to get the results you want.

There are many opportunities throughout the course for you to evaluate your own performance, either formally or informally, and make changes to achieve your goals.  I am more than happy to be a resource for you as you try to think of new ways to do your work.

**One more thing:** Do not write your posts or any other assignments directly into Canvas because it does not save automatically the way that Word or Google Docs does.  You can easily lose a lot of work if you accidentally navigate away from the page before posting or if your

computer unexpectedly restarts. Write whatever you want to write in a word processing program first and then copy and paste it into Canvas.

## Starfish Early Alert

This course uses the Starfish Early Alert system, which is a way of connecting students to campus resources. You may receive an email ("alert") in your Palomar email from your professor. These alerts can include an update on your class progress, referrals to campus resources such as tutoring, or kudos on your overall class performance. Please pay attention to these alerts. You also have the ability to "raise your hand" in Starfish to connect to resources. You can find out more about Starfish on our web site www.palomar.edu/starfish.