Department:

Library Science

Course Description:

This course will examine what constitutes public services in a library. The course will cover types of library users, service policies, model behaviors at a service desk, appropriate levels of information, reference vs. non-reference inquiries, tips for dealing with difficult people, intercultural communication, and the reference process. Also included will be the research process, library instruction, exhibits and events, and outreach.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Discuss and explain public services in the library setting.
2. Describe and demonstrate model behaviors for library services.
3. Describe the different information levels.
4. Describe and discuss the difference between reference and non-reference inquiries.
5. Describe and give examples of how to deal with difficult situations.
6. Explain the nature and importance of intercultural differences.
7. Analyze and describe the research process.
8. Demonstrate examples of exhibits, outreach, and library events.

Course Content:

A. Public services in a library setting
   1. Types of public services
   2. Public desks in the library
      a. Circulation
      b. Reference
      c. Information

B. Job descriptions associated with various desks
   1. Circulation
      a. Patrons
      b. Fines
      c. Circulation questions
   2. Reference
      a. Queries
      b. Research
   3. Information
      a. Directions

Revision Date: 01/04/2013 Page 1 of 2
b. Telephone behavior
C. Situational problems
   1. Difficult patrons
   2. Cultural difficulties
   3. Children
D. Public outreach
   1. Instruction
   2. Events
   3. Exhibits

Learning Assessments:
Course competencies will be assessed by use of class assignments, library assignments, reading assignments, papers, and exams.

Instructional Materials:

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students must complete the “Disabilities Self-Identification Form” at this link: https://highlandcc.edu/pages/disability-services.

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.