

UNIVERSITY COLLEGE OF THE FRASER VALLEY

COURSE INFORMATION

DISCIPLINE/DEPARTMENT: Library and Information Technology Program IMPLEMENTATION: Sept. 1, 1996

LIBT 100	Revised:	
_____	Essentials of Information Service	<u>3</u>
SUBJECT/NUMBER OF COURSE	DESCRIPTIVE TITLE	UCFV CREDITS

CALENDAR DESCRIPTION: This course provides instruction in some of the initial public services tasks in Library work - circulation systems, processing of library materials, telephone techniques, photocopying, inter-library loans through e-mail and FAX communications, word processing, filing systems, human relations in the workplace. Includes computer lab.

RATIONALE: This course introduces the student to some of the tasks which take place at a circulation desk, and represents the kind of work that a new library employee will be asked to do. This course provides an introduction to entry-level work in any information centre and a foundation for subsequent courses in the program.

COURSE PREREQUISITES: None

COURSE COREQUISITES: None

HOURS PER TERM FOR EACH STUDENT	Lecture	40	hrs	Student Directed	
	Laboratory	20	hrs	Learning	hrs
	Seminar		hrs	Other - specify:	
	Field Experience		hrs	_____	hrs
				TOTAL	60

MAXIMUM ENROLMENT: 25

Is transfer credit requested? Yes No

AUTHORIZATION SIGNATURES:	
Course Designer(s): <u>Pat Sifton/Kim Issac</u>	Chairperson: <u>N/A</u> Curriculum Committee
Department Head: <u>Pat Sifton</u>	Dean: _____ (W.R. Bate)
PAC: Approval in Principle _____ (Date)	PAC: Final Approval: <u>May 3, 1995</u> (Date)

Essentials of Information Service - LIBT 100
NAME & NUMBER OF COURSE

SYNONYMOUS COURSES:

(a) replaces N/A
 (course #)

(b) cannot take N/A for further credit
 (course #)

SUPPLIES/MATERIALS:

Access to computer lab with typing tutor program, WordPerfect, telecommunications, supply of processing materials (e.g. cards, pockets, etc)

TEXTBOOKS, REFERENCES, MATERIALS (List reading resources elsewhere)

Evans, G. Edward, Anthony J. Amodeo, Thomas L. Carter. Introduction to library public services. 5th ed. Libraries Unlimited, 1992.

OBJECTIVES:

By the end of the semester, students will be able to:

- check materials out to users of the service
- check in returned items
- explain and deal with overdues and fines
- operate a multi-functional photocopier
- check bar codes for items owned by the library
- fill out forms for inter-library loans
- send and receive inter-library loans
- answer telephones and forward messages according to library policy
- perform simple word processing tasks
- use an e-mail system
- send and receive FAX messages
- file simple records
- use good communication and human relation techniques with fellow-workers and the public.
- understand the need for and the methods used for library security

METHODS:

Teaching and learning will take place through lectures, demonstrations, reading assignments, field observations, in classroom, and demonstrations and assignments in computer labs.

NAME & NUMBER OF COURSE

STUDENT EVALUATION PROCEDURE:

Written assignments	20%
Projects	20%
Oral reports	10%
Mid-term and final exams	50%

COURSE CONTENT

Circulation systems (manual and automated)
Reserves, holds and fines
Security systems
Use of Word-processing
Use of e-mail, FAX and telecommunications
Filing rules
Photocopying and forms management
Human relations and inter-personal communication techniques