

**UNIVERSITY COLLEGE OF THE FRASER VALLEY**

**COURSE INFORMATION**

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

Revised:

<u>LIBT 140</u>	<u>Library Public Services</u>	<u>3</u>
<b>SUBJECT/NUMBER OF COURSE</b>	<b>DESCRIPTIVE TITLE</b>	<b>UCFV CREDITS</b>

**CALENDAR DESCRIPTION:** An introduction to working with the public in libraries and information centres. Topics include: developing a philosophy of service; the variety of public services offered by different institutions; public relations; communicating effectively with patrons through the reference interview; dealing with difficult patrons; recognizing basic types of queries; recognizing when to refer patrons to professional staff or outside agencies; effective use of the library catalogue to extract information; basic types of reference sources (primarily print) used to answer patron queries.

**RATIONALE:** Libraries, archives and records departments are all services to a specific client base. This course will ensure that students effectively serve the needs of their patron groups.

**COURSE PREREQUISITES:** LIBT 135

**COURSE COREQUISITES:**

<b>HOURS PER TERM FOR EACH STUDENT</b>	<b>Lecture</b>	<b>60</b>	<b>hrs</b>	<b>Student Directed Learning</b>	
	<b>Laboratory</b>		<b>hrs</b>	<b>Other - specify:</b>	<b>hrs</b>
	<b>Seminar</b>		<b>hrs</b>		
	<b>Field Experience</b>		<b>hrs</b>		
				<b>TOTAL</b>	<b>60 HRS</b>

**MAXIMUM ENROLMENT:** 25

Is transfer credit requested?     Yes     No

**AUTHORIZATION SIGNATURES:**

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

Library Technical Services - **LIBT 140**

**NAME & NUMBER OF COURSE**

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**SYNONYMOUS COURSES:**

(a) replaces LIBT 416  
(course #)

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

**SUPPLIES/MATERIALS:**

Ready access to the Library's reference collection  
Library of Congress Subject Headings

**TEXTBOOKS, REFERENCES, MATERIALS** (List reading resources elsewhere)

**Bopp, Richard E. and Linda C. Smith, eds. Reference and Information Services: An Introduction. Englewood, Colorado: Libraries Unlimited, 1991.**

**Other journal readings will be assigned and made available through the Library Reserve collection.**

**OBJECTIVES:**

Upon completion of LIBT 140, the student will be able to:

1. Discuss a philosophy of service appropriate to the organization.
2. Demonstrate skills in dealing with the public efficiently and effectively.
3. Demonstrate good oral communication skills, both interpersonal and group.
4. Analyze reference requests and determine their appropriate responses.
5. Utilize effective search techniques for answering patron queries.
6. Describe the main types of print sources used in libraries and information centres, and demonstrate skills in evaluating and using these sources to answer patron queries.
7. Discuss the significance of public relations in libraries and information centres, and demonstrate some techniques for promoting these institutions.
8. *Recognize when to refer queries to professional staff or outside resources.*

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**METHODS:**

This course will be delivered through lectures, student presentations, videos and class discussions.

**STUDENT EVALUATION PROCEDURE:**

Oral presentation:	10%
Written assignments:	45%
Exams:	45%

All assignments are to be submitted typed or word processed. Late assignments will not be accepted.

**COURSE CONTENT**

Libraries, archives and information centres as public service organizations.  
Techniques for dealing effectively with patrons of these institutions.  
Information retrieval techniques for answering basic queries.  
Public relations.