



COURSE IMPLEMENTATION DATE: January 2011
 COURSE REVISED IMPLEMENTATION DATE: September 2011
 COURSE TO BE REVIEWED: December 2016
(six years after UPAC approval) *(month, year)*

OFFICIAL UNDERGRADUATE COURSE OUTLINE INFORMATION

Students are advised to keep course outlines in personal files for future use.
 Shaded headings are subject to change at the discretion of the department – see course syllabus available from instructor

LIBT 383	Continuing Studies / LIBIT	2
COURSE NAME/NUMBER	FACULTY/DEPARTMENT	UFV CREDITS
Diversity in the Workplace		
COURSE DESCRIPTIVE TITLE		

CALENDAR DESCRIPTION:

This course will examine discrimination, bias, and diversity in the context of information centres. Students will have an opportunity to explore the wide variety of elements that contribute to bias and methods that library technicians can adopt to confront discrimination while working productively with diversity. This course will enhance the student's ability to positively interact with diversity while incorporating methods to enhance service excellence.

PREREQUISITES: Admission to the Library Technician Post Diploma certificate program
 COREQUISITES: NA
 PRE or COREQUISITES: NA

SYNONYMOUS COURSE(S):

- (a) Replaces: _____
 (b) Cross-listed with: _____
 (c) Cannot take: _____ for further credit.

SERVICE COURSE TO: *(department/program)*

TOTAL HOURS PER TERM: 24

STRUCTURE OF HOURS:

Lectures: _____ Hrs
 Seminar: _____ Hrs
 Laboratory: _____ Hrs
 Field experience: _____ Hrs
 Student directed learning: _____ Hrs
 Other (specify): Online 24 Hrs

TRAINING DAY-BASED INSTRUCTION:

Length of course: 8 weeks
 Hours per day: NA

OTHER:

Maximum enrolment: 20
 Expected frequency of course offerings: annually
(every semester, annually, every other year, etc.)

WILL TRANSFER CREDIT BE REQUESTED? (lower-level courses only)

Yes No

WILL TRANSFER CREDIT BE REQUESTED? (upper-level requested by department)

Yes No

TRANSFER CREDIT EXISTS IN BCCAT TRANSFER GUIDE:

Yes No

Course designer(s): Christina Neigel

Department Head: Christina Neigel

Date approved: May 2011

Supporting area consultation (Pre-UEC)

Date of meeting: June 3, 2011

Curriculum Committee chair: Cheryl Isaac

Date approved: May 2011

Dean/Associate VP: Rosetta Khalideen

Date approved: August 8, 2011

Undergraduate Education Committee (UEC) approval

Date of meeting: August 26, 2011

LEARNING OUTCOMES:

Upon successful completion of this course, students will:

1. Recognize biases that affect the information management workplace.
2. Examine the types of people that work within information management.
3. Examine the types of people that information centres serve in terms of their diversity.
4. Apply the various dimensions of identity to the his/her own behaviour and thinking.
5. Describe the principles of service excellence.
6. Define diversity.
7. Examine major areas of diversity that exist in libraries including disabilities, culture, age, ethnicity, and intelligence.
8. Discuss how the various aspects of diverse users affects the workplace, specifically information centres.
9. Develop skills that can be applied to the workplace that will confront bias and discrimination.
10. Enhance his/her ability to positively interact with diversity in the workplace.
11. Examine personal attitudes, bias, and organizational behaviours policies that affect equity in the workplace.

METHODS: *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Online instruction incorporating learning activities and discussions.

METHODS OF OBTAINING PRIOR LEARNING ASSESSMENT RECOGNITION (PLAR):

Examination(s) Portfolio assessment Interview(s)

Other (specify):

PLAR cannot be awarded for this course for the following reason(s):

TEXTBOOKS, REFERENCES, MATERIALS:

Selection of current reading materials from relevant sources.

SUPPLIES / MATERIALS:

NA

STUDENT EVALUATION:

[An example of student evaluation for this course might be:]

Learning journal	25%
Individual assignment	25%
Major assignment	50%

COURSE CONTENT:

[Course content varies by instructor. An example of course content might be:]

- Week 1: Service Excellence and Bias Awareness
- Week 2: Group Identity: Stereotypes
- Week 3: Dominant groups
- Week 4: Disabilities: physical
- Week 5: Disabilities: mental
- Week 6: Cultural Differences
- Week 7: Age
- Week 8: Developing a diversity plan