Syllabus
Introduction to Technical Services

LSC 603 - Summer 2007
Catholic University of America
Instructor: Karen Marsh King

Course Description

This course will offer an overview of the major functional areas of library technical services. Emphasis will be given to the issues that librarians face as they manage technical services such as: standards, budgeting, cost inflation, the application of new technology in technical service operations, the development of integrated systems, contracting, outsourcing, collection development, de-selection of traditional formats/replacement with new formats, and resource sharing.

Course Objectives

For students to:

1. Gain knowledge and understanding of the major functional areas of library technical services through readings, class discussions, and assignments.

2. Gain a basic vocabulary of concepts that relate to library technical services.

3. Develop an understanding of the issues facing librarians in technical services today.

4. Develop the skill of analyzing process flows of library operations and to be able chart a flow diagram of the technical services operations of a library.

5. Become familiar with professional sources of current information and discussion about library technical service trends and issues.

Text and Assigned Materials

ISBN10: 156308922X


Other readings will be assigned during the semester.
Basis for Grading

There are six graded components for the class that total 1000 semester points.

- Graded paper (One) – Short paper, due early semester (15%) (150 points)
- Graded process project (Two) – due mid semester (10%) (100 points)
- Mid Term Exam (Three) – given during class (20%) (200 point)
- Graded project (Four) – Team project (20%) (200 points)
- Final Exam (Five) – (15%) (150 points)
- Graded participation (Six) - Determined from class participation, attendance, and graded homework and class evaluation questions over five class meetings. (20%) (200 points) (40 points per class)

Guidelines for Graded Assignments

Graded Paper

The topic for the graded paper will be discussed early in the semester. All work on this paper is to be done on an individual basis. The paper should be five typed pages double-spaced. Research for the paper should include at least five articles or other information resources. A variety of resources is preferable. Citations may be done in any form as long as the format is consistent and complete.

Process Project

Projects will require students to create a description and graphic representation of a technical services process.

Team Project

The project and presentation will consist of three components:

- A paper (eight pages)
- An executive summary (one page)
- Presentation – PowerPoint or other media format (15-20 minutes)

Teams will be formed one month in advance of the due date. A list of choices for topics for the final projects will be discussed during the class session that teams are formed. Each team should choose a different concept for their project. Other possible topics may be discussed with the instructors.
The project should focus on explaining how the concept developed, what the basic components of the concept are, how it can be applied or used in library technical service activities, and examples of best practices in libraries or librarians that have applied the concepts to their technical services process.

The team will also be responsible for turning in a project paper. The project paper should be should be eight pages in length.

Each team will present for 20 minutes. Each team member should be involved in the presentation. The presentation will use PowerPoint or other media format.

As part of the project deliverables, the teams will develop an executive summary covering major concepts of the final project. The executive summary should be one page in length. A copy of the executive summary should be made and handed out to each member of the class.

Midterm Essay Exam

The Midterm Essay Exam will be given during class in early July. The essay questions will allow the student to reflect the knowledge gained during the semester from the class readings, exercises, and discussions.

Class Participation, Attendance, and Class Evaluation Questions

The instructor understands that adult students have very busy schedules, however, attending each class and being prepared for class discussion is very important to assure success in the class.

The grading of your class participation will be based on the following:

- Is the student prepared for class?
- Is the student willing to engage in class discussions?
- Is the student a good listener?
- Does the student make points that are relevant to the class discussion?
- Are the comments linked to the comments of other class members?

From time to time class preparation evaluation questions may be given in the form of a short quiz or a short essay question. The questions will be given at the beginning of a class in order to evaluate the students’ knowledge of the assigned readings for that class.

If you must miss a class, if at all possible, inform the instructor in advance or as soon as possible. If a class is missed the student may ask the instructor for a makeup assignment that will allow them to earn half of the class participation points. The makeup assignment will allow the student an opportunity to demonstrate their understanding of the material that was covered during the missed class.
General Guidelines for papers and written assignments

Assignments, papers, and projects should be typed and pages double-spaced. Citations may be done in any form as long as the format is consistent and complete.

Papers and projects will be collected at the beginning of the class on the due day. Late assignments will be assessed a half letter grade penalty. Assignments that are later than a week will not be accepted.

Please contact either of the instructors if you have any questions about the assigned work.

Academic Honesty Policy:

Please read the policy on relevant information on academic honest found in the University’s Online Student Handbook at: http://policies.cua.edu/academicundergrad/integrity.cfm

Additional information is at http://studentlife.cua.edu/studenthandbook.pdf and on the website for the University’s Policies & Procedures: http://policies.cua.edu.

It is expected that all students will adhere to accepted codes of ethical, personal, and civil conduct while in this class and conversing online, using e-mail, or engaging in any online chat sessions. Failure to abide by such codes of conduct and etiquette may result in withdrawal from the course and a failing grade.

Academic dishonesty is defined in the Handbook as “failure to observe rules of fairness in taking exams or writing papers, plagiarism, fabrication, and cheating”. Any incidence of plagiarism will result in a grade of F (0 points) on the project or exam in question, and will be reported to the Dean of the School of Library and Information Science for possible further action (including failure in the course).

Plagiarism will not be tolerated. Catholic University of America defines plagiarism to include::

1. "Intentionally or knowingly representing the words or ideas of another as one’s own in any academic exercise"
2. "Failure to attribute any of the following: quotations, paraphrases, or borrowed information from print sources or web sites"
3. "Buying completed papers from other to use as one’s own work",

For more on what constitutes plagiarism and how to avoid it, see the guide on the Purdue Online Writing Lab web site at: http://owl.english.purdue.edu/handouts/research/r_plagiar.html.
Disabilities:

Students with documented disabilities who need course accommodations, have emergency medical information or require special arrangements for building evacuation should contact the instructors within the first week of class.

A Guide for services and accommodations for students with disabilities can be found at:

- [http://counsel.cua.edu/ADA/publications/disbro/contents.cfm](http://counsel.cua.edu/ADA/publications/disbro/contents.cfm)

Some basic guidelines and links to other information may be found at:

- [http://counsel.cua.edu/ADA/clicks/](http://counsel.cua.edu/ADA/clicks/)

Contact Information

If you have any questions or concerns about the class or assignments, please feel free to contact me by phone, e-mail, or in person. I am available to meet with you before or after class. If you would like to set up an appointment to meet, e-mail or call me two of days in advance to set up the meeting.

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First Class Meeting on May 26th

Class Topics:
Technical Services Overview
Technical Services Administration and Staffing

Readings:
Chapter 1: Introduction and Overview (Evans)
Chapter 2: Staffing (Evans)
Chapter 3: Technical Service Administration (Evans)
Chapter 2: What is Technical Service? (Eden)
Chapter 3: Staffing Trends in Academic Library Tech Services (Eden)