Technical Services

No Prerequisites  3 credit hours

Location:  Shahan 302  Weekly: Thursday, 5:10 – 7:40 p.m.

Instructor contact information:

Joan Lussky, PhD
Email: lussky@cua.edu,
Phone (office)  202/319-5855
Phone (cell) 302/299-7007

Office location: Marist Hall Room 243
Office Hours: Thursday 1:30-3:00
and by appointment

Course Description:
This course provides a solid introduction to the fundamental terminology, concepts, and practices of library technical services as well as the skills to deliver them effectively within a variety of settings including digital libraries. Special emphasis on the operations and techniques associated with the major areas of Technical Services (acquisition, organization for access, physical processing, and maintenance of library materials); historical context, current issues and future trends; tools, policies, procedures and processes for its provision; and the role of technical service departments within an organization.

READING MATERIAL

Required Text:


Additional readings will be assigned throughout the semester to supplement our textbook.

COURSE GOALS.
This course will provide the student with:

- A solid introduction to the fundamental concepts of library technical services and the skills required to deliver them effectively.

At the conclusion of this course, students should be able to:

- Articulate the goals and processes within a typical technical services department and its role in relationship to the larger organizational setting;
- Apply appropriate communications skills for managing and leading a successful technical services department;
• Evaluate success of library to provide meaningful access to its collection through the metadata display and navigation of the library's ILS;
• Demonstrate awareness of a variety of information objects typically encountered in libraries, and how to acquire, describe, process, preserve and ultimately provide access to them in accordance with library's mission; and
• Discuss policies and procedures for the management and provision of technical service.

Professional Standards Addressed in this course:
American Library Association (ALA)
http://www.ala.org/ala/educationcareers/careers/corecomp/finalcorecompstat09.pdf
• Knows the ethics, values and foundational principles of the library and information professions.
• Effective communication techniques (verbal and written)
• Knows the basic concepts, terminology, literature and issues related to the acquisition, disposition and management of specific items or collections of information
• Knows and demonstrated service concepts, principles and techniques that facilitate information access, relevance, and accuracy for individuals or groups of users
• Knows the principles of planning and budgeting in libraries and other information agencies
• Knows concepts and methods for developing partnerships, collaborations, networks, and other structures with stakeholders and communities the library serves
• Knows the concepts of and methods for principled and transformational leadership

Special Library Association (SLA)  http://www.sla.org/content/learn/comp2003/index.cfm
• Assesses, selects and applies current and emerging information tools and creates information access and delivery solutions
• Negotiates the purchase and licensing of needed information products and services
• Manages the full life cycles of information from its creation or acquisition through its destruction. This includes organizing, categorizing, cataloguing, classifying, disseminating, creating and managing taxonomies, intranet and extranet content, thesauri, etc.
• Establishes effective management, operational and financial management processes and exercises sound business and financial judgments in making decisions that balance operational and strategic considerations
• Communicates effectively
• Remains flexible and positive in a time of continuing change

Medical Library Association (MLA)  http://www.mlanet.org/education/platform/skills.html#6
*Health sciences librarians must know the theory of, as well as have skills in, identifying, collecting, evaluating, and organizing resources and developing and providing databases, including
• identification and selection of materials and their sources;
• acquisition of materials;
• thesauri construction;
• cataloging and classification theory;
• national and international standards and conventions,
• indexing, abstracting, and classification systems;
• serial publications;
• resource conservation and preservation;
• publishing industry, and;
• trends in information formatting, production, packaging, and dissemination.
Course Requirements
Assignments and their weighting in the overall course grade are:

1. **Job ad Analysis (10%)** exploration of technical services job ads
2. **Vendor Interview (10%)** interview a technical service provider
3. **OPAC Comparison (10%)** evaluation of the views and navigation of library ILSs
4. **Licensing Implications (10%)** interpret impact of a licensing agreement for "your" library
5. **Term Project (35%)** written report on a project related to the subject matter of the course
6. **Final Exam (15%)** a take-home final exam.
7. **Class Participation and Contributions (10%)** The class is designed to be highly interactive. Students who contribute useful information to our class’s shared pool of knowledge will receive the highest grades in this area. Contributions must be made in a professional manner.

EXPECTATIONS AND POLICIES

**Academic honesty:**

Academic honesty is expected of all CUA students. Faculty are required to initiate the imposition of sanctions when they find violations of academic honesty, such as plagiarism, improper use of a student’s own work, cheating, and fabrication.

The following sanctions are presented in the University procedures related to Student Academic Dishonesty (from [http://policies.cua.edu/academicundergrad/integrityprocedures.cfm](http://policies.cua.edu/academicundergrad/integrityprocedures.cfm)):

- "The presumed sanction for undergraduate students for academic dishonesty will be failure for the course. There may be circumstances, however, where, perhaps because of an undergraduate student’s past record, a more serious sanction, such as suspension or expulsion, would be appropriate. In the context of graduate studies, the expectations for academic honesty are greater, and therefore the presumed sanction for dishonesty is likely to be more severe, e.g., expulsion. ...In the more unusual case, mitigating circumstances may exist that would warrant a lesser sanction than the presumed sanction."

Please review the complete texts of the University policy and procedures regarding Student Academic Dishonesty, including requirements for appeals, at [http://policies.cua.edu/academicundergrad/integrity.cfm](http://policies.cua.edu/academicundergrad/integrity.cfm) and [http://policies.cua.edu/academicundergrad/integrity.cfm](http://policies.cua.edu/academicundergrad/integrity.cfm).

**Other Policies or Expectations.**

**University resources.**

- Know your NT (CUA network) account information and be able to log on to the CUA network. Contact the Center for Planning and Information Technology at 202/319-4357 for assistance.
- Know how to use the CUA library resources, including the ALADIN online system. Visit the CUAT library homepage at [http://libraries.cua.edu](http://libraries.cua.edu) for assistance.

**Email.**

- Provide a meaningful subject tag in all your emails about this class.
- Begin each subject line with *lsc553*, or risk a delayed response or potentially no response.
- I will make every effort to get back to you within 2 days of receiving your email.

**Assignments.**

- Place your name on the first page of each assignment.
- Submitted work must have a professional appearance and not be handwritten.
- Assignments submit in paper format must use staples to securely fasten multi-page documents.
- Save your work frequently and in multiple places.
- If you encounter a problem with your home computer you are expected to use one of the many other computers in our environment to submit your work on time. For example, the numerous computers on campus and the surround area’s public libraries.
**Participation & Conduct:**

- **Attendance is mandatory.** Attendance is required, in keeping with university policy. Students may miss up to 3 classes without a penalty. Your participation grade will drop by 10 points for every absence after 3 missed classes.

- **Late work.** The instructor will not accept late work except by prior arrangement. If accepted, it will be graded at the end of the term.

- **Makeup work.** If a student has a legitimate reason, such as a family emergency, the instructor might allow a student to do makeup work. The amount and nature of the work is up to the instructor’s discretion. It will be graded at term’s end.

- **Behave respectfully.** Students are expected to behave respectfully in our class’s online site. Participation grades will reflect a student’s maturity level and professionalism, and whether the student actively participates in class discussions.

- **Arrive on time.** Chronic lateness can negatively affect class participation grades.

- **No emailing or surfing the web during class.** You are expected to give your full attention to the class. If you would rather be online, then you will be asked to leave.

- **No phone calls during class.** Turn off or silence cell phones and pagers. Students leaving the room for calls are not allowed to return to that class session.

- **No grade discussions in class.** Instructor will not discuss grades in class. First consider why the instructor deducted points. If you still disagree, explain your disagreement in an e-mail to the instructor.

**Syllabus:**
The instructor reserves the right to make changes to this syllabus if circumstances warrant such change. All changes will be provided to students via BlackBoard

**Campus Resources for student support:**
- CUA Center for Academic Success
  [http://success.cua.edu](http://success.cua.edu)

- CUA Counseling Center
  [http://counseling.cua.edu/services/](http://counseling.cua.edu/services/)

- Mullen Library
  [http://libraries.cua.edu/welcome.html](http://libraries.cua.edu/welcome.html)

- Career services resources
  [http://slis.cua.edu/people/career.cfm](http://slis.cua.edu/people/career.cfm)

**Accommodations for students with disabilities:**
Any student who feels s/he may need an accommodation based on the impact of a disability should contact me privately to discuss specific needs. Please contact me as soon as possible, preferably within the first week of class. Also, please contact Disability Support Services (at 202 319-5211, room 207 Pryzbyla Center) to coordinate reasonable accommodations for students with documented disabilities. To read about the services and policies, please visit the website: [http://dss.cua.edu/](http://dss.cua.edu/)
Course Overview:
• Introduction to course
• Major service areas of Technical Services
• Books, Serials, Non-Book Material and Digital Resources
• Why it's essential you are a skilled communicator?
• Management of Technical Services
• How does what we do impact what the patron sees in the OPAC?
• Publishers, Vendors and other service providers
• Cooperation and Consortia
• Preservation, Digitization, Disaster Preparedness
• Trends and Change in Technical Services

Course Outline - This calendar is subject to change depending on class needs.

<table>
<thead>
<tr>
<th>Week</th>
<th>Occurrence</th>
<th>Topic</th>
<th>Readings</th>
<th>Assignment Due</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Sept 3</td>
<td>Introduction to topic &amp; the workings of this course</td>
<td>Evans, Intner, Weihs: Ch 1-3; Eden: Ch. 1, 2, 5</td>
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<tr>
<td>2</td>
<td>Sept 10</td>
<td>Management (introduction)</td>
<td>Evans, Intner, Weihs: Ch 1-3; Eden: Ch. 1, 2, 5</td>
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<tr>
<td>3</td>
<td>Sept 17</td>
<td>Past, present and future and Proactive professionalism</td>
<td>Eden: Ch. 3, 6, 7</td>
<td>Asgmt. 1, Job Ads, Due</td>
</tr>
<tr>
<td>4</td>
<td>Sept 24</td>
<td>Service areas (introduction) Acquisitions and Collection Development</td>
<td>Evans, Intner, Weihs: Ch 5-8</td>
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<tr>
<td>7</td>
<td>Oct 15</td>
<td>Books, Serials, Non-Book Materials and Digital Resources</td>
<td>Evans, Intner, Weihs: Ch 9-11, 13 (other readings provided)</td>
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<tr>
<td>8</td>
<td>Oct 22</td>
<td>Change and Change Management</td>
<td>Eden: Ch. 4, 8-10 (other readings provided)</td>
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<tr>
<td>9</td>
<td>Oct 29</td>
<td>Guest Speakers</td>
<td>Evans, Intner, Weihs: Ch. 22</td>
<td>Asgmt 3, OPAC Comparison, Due</td>
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<tr>
<td>10</td>
<td>Nov 5</td>
<td>Cataloging</td>
<td>Evans, Intner, Weihs: Ch 15-16 (other readings provided)</td>
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<tr>
<td>11</td>
<td>Nov 12</td>
<td>Preservation and Digitization</td>
<td>Outside readings (other readings provided)</td>
<td>Partial Term Project Due</td>
</tr>
<tr>
<td>12</td>
<td>Nov 19</td>
<td>Disaster Preparedness &amp; Plans and Management (cont.)</td>
<td>Evans, Intner, Weihs: Ch. 14 (other readings provided)</td>
<td>Asgmt. 4, Licensing, Due</td>
</tr>
<tr>
<td>13</td>
<td>Nov 26</td>
<td>NO CLASS (CUA Thanksgiving Break)</td>
<td>NO CLASS</td>
<td>NO CLASS</td>
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<tr>
<td>14</td>
<td>Dec 3</td>
<td></td>
<td>Term Project Presentations Due</td>
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<tr>
<td>15a</td>
<td>Dec 10</td>
<td></td>
<td>Term Project Presentations Due</td>
<td></td>
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<tr>
<td>15b</td>
<td>Dec 12</td>
<td></td>
<td>Term Project write-ups Due</td>
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<tr>
<td>16</td>
<td>Dec 17</td>
<td>Final Exam</td>
<td>Virtual Final Exam</td>
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<tr>
<td>17</td>
<td>Dec 22</td>
<td>Grades Due</td>
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**Grading:**

*Grades for this course will be based upon the following:*

<table>
<thead>
<tr>
<th>Assignment 1, Job Ads</th>
<th>10%</th>
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<tbody>
<tr>
<td>Assignment 2, Vendor Interview</td>
<td>10%</td>
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<tr>
<td>Assignment 3, ILS Views</td>
<td>10%</td>
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<tr>
<td>Assignment 4, Licensing Implications</td>
<td>10%</td>
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<tr>
<td><strong>Term project:</strong></td>
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<tr>
<td>Partial Term project</td>
<td>10%</td>
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<tr>
<td>Final version of Term project</td>
<td>15%</td>
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<tr>
<td>Presentation</td>
<td>10%</td>
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<tr>
<td>Final exam</td>
<td>15%</td>
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<tr>
<td>Participation in class</td>
<td>10%</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100</strong></td>
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**NOTE:** Late work will not be accepted with the exception of those cases noted above in the “Participation & conduct” section.