Technical Services

No Prerequisites  3 credit hours

Location:  Marist 213  Weekly: Tuesday, 7:00-9:30 p.m.

Instructor contact information:

<table>
<thead>
<tr>
<th>Joan Lussky, PhD</th>
<th>Office location: Marist Hall Room 243</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: <a href="mailto:lussky@cua.edu">lussky@cua.edu</a></td>
<td>Office Hours: Wednesday 2:00-4:00</td>
</tr>
<tr>
<td>Phone (office) 202/319-5855</td>
<td>and by appointment</td>
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<tr>
<td>Phone (cell) 302/299-7007</td>
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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.

Instructional Methods
Students will learn the theory and practice of information organization from lectures, class discussions, exercises, and projects. Course materials such as handouts, lecture notes, and discussion notes, will be posted on the course site.

READING MATERIAL

Required Text:


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

REQUIRED TECHNOLOGIES

Capabilities required for course delivery and student participation:
Blackboard; standard CUA software; CUA library and information system accounts; ability to use ALADIN digital library resources, ability to use presentation, word processing, and spreadsheet software. Every student should have daily access to a computer and high speed internet access.
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.al.org/ala/educationcareers/careers/corecomp/finalcorecompstatt09.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

Special Library Association (SLA)  http://www.sla.org/content/learn/comp2003/index.cfm

- 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.
- Communicates effectively
- Remains flexible and positive in a time of continuing change
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. **Final Exam** (15%) - a take-home final exam.
6. **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.

A scale for converting numeric to letter grades

- A  = 100 - 94
- A- = 93 - 90
- B+ = 89 - 87
- B  = 86 - 84
- B- = 83 - 80
- C  = 79 - 70
- F  = Below 70

**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.

- 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 and use the SLIS technology support. SLIS webpage: http://slis.cua.edu/tech/guides.cfm
- Know and use the SLIS resources available. Url: http://slis.cua.edu/people/studentgateway.cfm
- Know how to use the CUA library resources, including the ALADIN online system. Visit the CUA library homepage at http://libraries.cua.edu for assistance.

Email.

- Provide a meaningful subject tag in all your emails about this class.
- Begin each subject line with lsc603, or risk a delayed response or potentially no response.
- I will make every effort to get back to you within 48 hours of receiving your email.

Formatting of your assignments.

- Your name must appear on the first page of every document you hand in.
- Submitted work must have a professional appearance.

Participation & Conduct:

- **Behave respectfully.** Students are expected to behave respectfully while in class. Participation grades will reflect a student’s maturity level and professionalism.
- **Participate actively.** Participation is essential to being successful in learning and fostering learning in others. Participation should be supported by reading the material before class and making an effort to be thoughtful in your remarks.
- **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 off-topic internet access during class.** Students are expected to engage in the classroom lecture, discussions and group work. Students reading using the web during class, in other than course related ways, will be asked to leave 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.
- **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.
- **Late arrival.** Quietly pick up the handouts at the front of the class, sign-in on the sheet at the front of the class, and take a seat without disturbing the class that is in progress.
Accommodations for students with disabilities
Any student who feels s/he may need an accommodation based on the impact of a
disability should contact the instructor privately to discuss specific needs. 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://disabilitysupport.cua.edu.

Some of the on campus resources and phone numbers can be found at:
http://dss.cua.edu/Getting%20Started/index.cfm

A Guide for services and accommodations for students with disabilities can be found at:
http://dss.cua.edu/Getting%20Started/documentationguidelines.cfm

Some basic guidelines and links to other information may be found at:
http://counsel.cua.edu/ADA/links/

Campus Resources for student support:
CUA Center for Academic Success
http://success.cua.edu

CUA Counseling Center
http://counseling.cua.edu/services/

Mullen Library
http://libraries.cua.edu/welcome.html

Career services resources
http://slis.cua.edu/people/career.cfm
**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

**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>Aug 31</td>
<td>Introduction to topic &amp; the workings of this course</td>
<td></td>
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<tr>
<td>2</td>
<td>Sept 7</td>
<td>Management (introduction)</td>
<td>Evans, Intner, Weihs: Ch 1-3; Eden: Ch. 1, 2, 5</td>
<td></td>
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<tr>
<td>3</td>
<td>Sept 14</td>
<td>Past, present and future and Proactive professionalism</td>
<td>Eden: Ch. 3, 6, 7</td>
<td>Asgmt. 1, Job Ads, Due</td>
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<tr>
<td>4</td>
<td>Sept 21</td>
<td>Service areas (introduction) Acquisitions and Collection Development</td>
<td>Evans, Intner, Weihs: Ch 5-8</td>
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<tr>
<td>6</td>
<td>Oct 5</td>
<td>Cooperation &amp; Consortia and Gifts &amp; Exchanges</td>
<td>Gorman, M (1998) Technical Services Today &amp; Tomorrow (this &amp; other readings provided)</td>
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<tr>
<td>7</td>
<td>Oct 12</td>
<td>NO CLASS “Administrative Wednesday”</td>
<td></td>
<td>Asgmt. 2, Interview, Due</td>
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<tr>
<td>8</td>
<td>Oct 19</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>No.</td>
<td>Date</td>
<td>Event</td>
<td>Reading</td>
<td>Due</td>
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<tr>
<td>9</td>
<td>Oct 26</td>
<td>Change and Change Management</td>
<td>Eden: Ch. 4, 8-10 (other readings provided)</td>
<td></td>
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<tr>
<td>10</td>
<td>Nov 2</td>
<td>Guest Speakers</td>
<td>Evans, Intner, Weihs: Ch. 22</td>
<td>Asgmt 3, OPAC Comparison, Due</td>
</tr>
<tr>
<td>11</td>
<td>Nov 9</td>
<td>Cataloging</td>
<td>Evans, Intner, Weihs: Ch 15-16 (other readings provided)</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Nov 16</td>
<td>Preservation and Digitization</td>
<td>Outside readings (other readings provided)</td>
<td>Partial Term Project Due</td>
</tr>
<tr>
<td>13</td>
<td>Nov 23</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>14</td>
<td>Nov 30</td>
<td></td>
<td>Term Project Presentations Due</td>
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<tr>
<td>15</td>
<td>Dec 7</td>
<td></td>
<td>Term Project Presentations Due</td>
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<td></td>
<td>Dec 10</td>
<td></td>
<td>Term Project write-ups Due</td>
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<tr>
<td>16</td>
<td>Dec 14</td>
<td>Final Exam</td>
<td>Virtual Final Exam</td>
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**Grading:**

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

<table>
<thead>
<tr>
<th>Task</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Assignment 1, Job Ads</td>
<td>10%</td>
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<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>
</tr>
<tr>
<td>Term project:</td>
<td></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>TOTAL</td>
<td>100%</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.