Syllabus: Introduction to Technical Services  
(pre-class draft)

LSC 603 - Summer 2010  
Catholic University of America  
Instructor: Karen Marsh King  
Tuesdays 5:30-8:30pm. July 6,13,20,27, and August 3.

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 sharing, the application of new technology in technical service operations, 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


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 (First component) – short paper due July 13th (10%) (100 points) You may begin work on the short paper before class begins.
- Graded process project (Second) – due July 27th (10%) (100 points)
- Self Paced Units (Third) – (30%) (300 points) (100 points for each unit) These units are due on Thursdays by 11:59pm – deliver electronically.
  - Collection Development Self Paced Unit - due July 15
  - Preservation – Digital Collections Self Paced Unit - due July 22
  - Disaster Planning Self Paced Unit - due July 29
- Final project (Fourth) – Final project (20%) (200 points) Due August 3rd Paper, Flow Charts, Presentation, and Executive summary
- Final Exam (Fifth) – (15%) (150 points) Due on Thursday August 5th by 11:59pm – deliver electronically.
- Graded participation (Sixth) - Determined from class participation, attendance, graded homework, out of class exercises, participation in out of class discussions and class evaluation questions over five class meetings. (15%) (150 points) (30 points per class period)

Grading

Grading Scale Points
A (1000-940)
A – (939 – 900)
B+ (899 – 860)
B (859 – 820)
B- (819 – 780)
C+ (779 – 740)
C (739 – 700)
C- (699 – 660)
D+ (659-620)
D (619 – 580)
D- (579 – 540)
F (539 and below)
Overview of Graded Components

Graded Paper

The topic for the short graded paper will be discussed during the first class. Students may begin work on the interview and paper before the first class meeting. All work on the papers will be done on an individual basis. The papers should be three typed pages and double-spaced. You may begin work on the short paper before class begins. Due July 13.

Process Project

Projects will require students to create a description and graphic representation of a technical services process. Discussed on July 20 and Due on July 27.

Self Paced Units

Students will be responsible for accomplishing self-paced units and completing assigned work. Self-paced unit details will be posted on the class web site. The units will be discussed during class and then due on the assigned dates.

Unit One: Collection Development - discussed on July 6 - Due on July 15
Unit Two: Preservation -Digital Collections- discussed July 13 -Due July 22
Unit Three: Disaster Planning - discussed on July 13 - Due on July 29

Final Project

The project and presentation will consist of three components (Due August 3):

- A paper (eight pages)
- An executive summary (one page)
- Present a overview of the project

Final Project topic will be discussed two weeks in advance of paper due date with the professor. (July 20). Each team will discuss project ideas with the instructor and different concepts will be selected for each team. The team will submit a one page overview of the final project and discuss project plans with the instructor one week before the project is due. (July 27)

The final project paper and presentation will include a graphical representation of the existing process and proposed process including recommended changes.

As part of the project deliverables, each team 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 the day the project is due.
Each team will present a brief overview of their project. The overview of the project should include a description of the library, the users the project will impact, the problem with the process, the proposed changes, the funds needed to make the change, and stakeholders that will be effected by the proposed process change. Each team member is required to participate in the verbal presentation.

**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.

**General Guidelines for papers and written assignments**

Assignments, papers, and projects should be typed, double-spaced, with a size font size of 10, 11, or 12. Citations may be done in any form as long as the format is consistent and complete.

**Timeframe for completion of graded components**

Graded assignments that are due the day of a class meetings should be handed in at the beginning of class. Bring one copy to hand in and your own copy to use during class discussion.

Graded assignments that are due on non-class days should be submitted by 11:59pm on the due date to the appropriate section in the course website.

Late assignments will be assessed a half letter grade penalty per day. Assignments that are later than a week will not be accepted and grade of zero points will be marked.

Please note that in order to receive credit for the final exam; it must be turned in on time due to the CUA final grade posting policies.

If you have any questions about the assigned work, please contact the instructor.
Academic Honesty Policy:

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

As well as the Academic Graduate and Undergraduate Student Academic Dishonesty Procedures at: http://policies.cua.edu/academicundergrad//integrityfull.cfm

Additional information can be found on the University Policies website at: 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 guidelines 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 such concepts as:

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.
Accommodations for Student with Disabilities:

Students with documented disabilities who: need accommodations for course readings, assignments, and/or activities; have emergency medical information; or require special arrangements for building evacuation should contact the instructor 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 schedule or assignments, please feel free to call, e-mail, or talk with me in person. If you prefer to talk in person, I am available to meet with you before class. Contact me two of days in advance to organize and confirm the details for a meeting.

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Schedule for Technical Services

**July 6**

**Class Topics:**
Technical Services Overview  
Acquisitions  
Collection Development Overview

**Readings July 6: (complete by July 6)**
Chapter 1: Introduction and Overview (Evans)  
Chapter 5: Acquisitions Overview (Evans)

Chap 1: Technical Services- Gone and Forgotten (Eden)

**July 13**

**Class Topics:**

Technical Service Staffing  
Technical Services Trends and Change  
Overview of Cataloging  
Decisions- Level of Detail  
Technical Services Process Flow Analysis Introduction  
Outsourcing

**Readings July 13: (complete by July 13)**
Chapter 2: Staffing (Evans)  
Chapter 3: Technical Service Administration (Evans)  
Chapter 15: Cataloging- Overview (Evans)

Chapter 5: Creative Ideas in Staffing (Eden)  
Chapter 8: Staffing Trends in Academic Library Technical Services (Eden)

Reading: Outsourcing article – handout/class website

**Short Paper Due**
Details for the paper are included at the end of this syllabus. Students may begin work on the paper before the first class meeting.

**July 15th – Thursday Self Paced Unit Due**

Collection Development – Self paced unit- due electronically 11:59pm
July 20th
Class Topics:
Acquisitions – continued
Preservation - Overview
Cooperative Collection Development, ILL, & Resource Sharing
Technical Services Process Flow Analysis - continued
Change
ISBN 13 – workflow project

“The Goal” and “The Face Game”

Readings:
Chapter 4: Cooperation/Consortia and Technical Services (Evans)
Chapter 8: Order Processes (pp163-170) (Evans)
Chapter 9: Distributors and Vendors (Evans)

Chapter 2: Beyond the Catalog (Eden)
Chapter 3: From Technical Services to Collection Management (Eden)
Chapter 7: Size of Change (Eden)

Chapter 9: Workflow Analysis as a Basis for Organizational Redesign... (Earlier Eden)

Articles and Webpages: ISBN 13 (details on handout sheet)

Discuss Process Project

Teams Form and Discuss Final Project Topics with Instructor

July 22th – Thursday Self Paced Unit Due

Preservation and Digital Collections Unit
Self paced unit and paper - due electronically 11:59pm

July 27th
Class Topics and Discussions:
Budgetary Issues, RFP’s and Management of Contracts
Gifts and Exchanges
Serials
Non-Book Materials
Preservation - including discussion of readings from Preservation self paced unit
Change Management
Organization other resources – Karen Calhoun presentation
Readings for July 27th class:

Chapter 10: Print Based Serials (Evans)
Chapter 11: Electronic Serials (Evans)
Chapter 14: Fiscal Management (Evans)

Chapter 9: Library 2.0 and Technical Services (Eden)
Chapter 10: Web 2.0 and Technical Services: Reorganizing Workflow around Collaborative Interfaces

Chapter 9: Workflow Analysis as a Basis for Organizational Redesign... (Earlier Eden) (Review)

Finalize Project Topics with Instructor - The team will submit a one page overview of the final project and discuss project plans with the instructor.

Process Project Due

Final exam essay questions – The question will be handed out at end of class on July 27th and made available on class website. Final exam due on Thursday August 5th electronic submission by 11:59pm.

July 29th – Thursday Self Paced Unit Due

Disaster Preparedness and Plans
Self paced unit and Paper - due electronically 11:59pm

August 3rd
Class Topics and Discussions:
Management of Technical Services
Departmental Change and Strategies
Disaster Preparedness and Plans unit Discussion

Readings for this class:
Chapter 22: Managing the Cataloging Department (Evans)
Chapter 4: Technical Services Reorganization in Law Libraries: A Survey (Eden)
Chapter 6: Making Room for the Future (Eden)

Final Project due – paper, flow charts, executive summary and presentations

August 5th – Final Exam Due

Final exam essay questions – The question will be handed out at end of class on July 27th and made available on class website. Final Exam Essays - due electronically by 11:59pm on August 5th.
Students may begin work on the paper before the class meets for the first class session on July 6th.

Paper Due: July 13th

Interview a librarian of your choice about technical service activities in their library or information center.

Ask them to describe:

- The library and the user group(s) that the library serves
- The process of collection development and selection
- Types of materials, books, and resources that are collected
- The process for acquisitions and include details of who does what.
- How materials, books, and resources are processed. Include the details of who does what.
- The cataloging process and include the details of who does what.
- Interlibrary loan services, processes, details of who does what.
- One process that could be improved to be more efficient and/or less costly.

If not appropriate to ask the librarian or if they are not able to share a process that could be improved, the student may give an example from their personal experience or speculate based on the information gained from the interview. Include a description of the technical services process/activity that could be improved.

Write about the above concepts in a short paper. (Three pages double-spaced)

**The final project for the class will involve choosing an existing process in technical services, describing the process, and then recommending changes to the process.