

**Western Dakota Technical Institute
800 Mickelson Drive
Rapid City, SD 57703**

Master Syllabus

Course Number: LIBR 104
Course Name: Public Services for Library Technicians
Credits: 3
Contact Hours: 3 Lecture

Course Description: This course is an introduction to public catalogs, bibliographic instruction, inter-library loan practices, handling of problem patrons, and development of library behavior policies. Also reviewed is basic marketing of library services.

Prerequisites: None

Textbook: <http://bookstore.wdt.edu/>

Materials: A computer, Internet access, Microsoft Office (*contact instructor for correct version*)

Student Learning Outcomes:

- Evaluate the library's online presence for library users
- Apply concepts of bibliographic instruction and reference interviews
- Analyze practices and policies to meet the needs of diverse service populations
- Apply best practices for technology integration to provide effective public services
- Understand interdepartmental and interlibrary relationships

Assessment: The following core abilities will be addressed: life skills, analytical skills, communication skills, technology skills, teamwork techniques, social values, and employability.

ADA Accommodations: Students Rights to Assistance or Accommodations: If you have a documented disability for which you are or may be requesting accommodations, you should contact your instructor and the Disability Coordinator as early as possible in the semester.

Notice of Non-Discrimination: Western Dakota Technical Institute does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Disability Coordinator.