

# LIBRARY ASSISTANT/TECHNICIAN TRAINING PROGRAM

## PUBLIC SERVICES SYLLABUS

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### COURSE DESCRIPTION

An introduction to public services in libraries. This section covers access policies and procedures, collection management, customer service, and public relations.

### STUDENT LEARNING OUTCOMES

Upon completion of this course, the student will be able to:

1. Explain the role and philosophy of public services in a library environment, the differences in public services among different types of libraries, and the library assistant's role in providing these services.
2. Describe how the library assistant provides access to library resources while protecting patrons' privacy.
3. Provide information on the various types of collections found in libraries and the library assistant's role in providing access to these resources through organization, maintenance, distribution, and security services.
4. Summarize the various aspects of customer service in the library setting, including Circulation Desk management, conflict resolution, and patron security.
5. Explain aspects of library public relations including displays, marketing, and space management.

## COURSE TOPICS

### I. ACCESS

1. Circulation policies and procedures
  - a. Automated Management Systems
  - b. User Registration & Records
  - c. Circulation
  - d. Cash management
2. Collection Management
  - a. Organization
  - b. Shelving & Shelf Reading
  - c. Basic Material Repair & Preservation

### II. CUSTOMER SERVICE

1. Services
  - a. Desk Operations & Self-Service Support
  - b. Technology Assistance
2. Patrons
  - a. Special Populations
  - b. Privacy
  - c. Conflict Resolution
  - d. Security
3. Public Relations
  - a. Displays
  - b. Programming
  - c. Marketing & Advocacy
  - d. Space

### III. OPTIONAL CONTENT - *to be covered at Instructor's discretion*

1. Access
  - a. Collection security
  - b. Inventory
  - c. Records & Statistics
  - d. Weeding
2. Customer Service
  - a. Staffing