

# **Syllabus**

## **Introduction to Technical Services**

LSC 603 – Spring 2009  
Catholic University of America  
Instructor: Karen Marsh King

### **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 inflation, the application of new technology in technical service operations, the development of 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**

Introduction to Technical Services. Edward Evans, Sheila S. Intener, Jean Weihs. Libraries Unlimited, 2002. 7<sup>th</sup> Edition. ISBN13: 9781563089220 ( Paperback ) ISBN10: 156308922X

Innovative Redesign and Reorganization of Library Technical Services: Paths for the Future and Case Studies. Bradford Lee Eden. Libraries Unlimited, 2004. ISBN13: 9781591580928 ( Paperback ) ISBN10: 1591580927

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 papers (First component) – Two short papers, due early semester (14%) (Each 70 points for a total of 140 points) First due Feb 7<sup>th</sup> and second due Feb 28<sup>th</sup>
- Graded process project (Second) – due mid semester (10%) (100 points) Due March 14<sup>th</sup>
- Mid Term Exam (Third) – given during class (20%) (200 points) March 28<sup>th</sup>
- Final project (Fourth) – Final project (20%) (200 points) Due April 18<sup>th</sup> – Paper, Flow Charts, and Executive summary
- Final Exam (Fifth) – (15%) (150 points) Due on April 28<sup>th</sup> by midnight
- Graded participation (Sixth) - Determined from class participation, attendance, graded homework, self paced units, out of class exercises, participation in out of class discussions and class evaluation questions over six class periods. (21%) (210 points) (Class Attendance and Participation 20 points and out of class Self Paced Units/homework 45 points)

(Disaster Planning Self Paced Unit due Feb 28<sup>th</sup>)

(Collection Development Self Paced Unit due March 28<sup>th</sup>)

## **Guidelines for Graded Assignments**

### *Graded Papers*

The topic for the first short graded paper will be discussed during the first class. The topic for the second paper will be discussed during the second class. All work on the papers is to be done on an individual basis. The papers should be three typed pages double-spaced. Research for the paper should include at least two articles or other information resources/reports. A variety of resources is preferable. Citations may be done in any form as long as the format is consistent and complete.

### *Process Project*

Projects will require students to create a description and graphic representation of a technical services process.

### *Final Project*

The project and presentation will consist of three components:

- A paper (eight pages)
- An executive summary (one page)
- Powerpoint or other media presentation

Final Project topic will be discussed three weeks in advance of paper due date with the professor. (March 28). Each student should choose a different concept for their project.

As part of the project deliverables, each student 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.

### *Midterm Essay Exam*

The Midterm Essay Exam will be given during class on March 28<sup>th</sup>. The essay questions will allow the student to reflect the knowledge gained during the semester from the class readings, exercises, and discussions.

### *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 and pages double-spaced. Citations may be done in any form as long as the format is consistent and complete.

Papers and projects will be collected at the beginning of the class on the due day or for e submissions by midnight of the due date. Late assignments will be assessed a half letter grade penalty per day they are late. Assignments that are later than a week will not be accepted.

Please contact the instructor if you have any questions about the assigned work.

## ***Academic Honesty Policy:***

Please read the policy on relevant information on academic honest found in the University's Online Student Handbook at:

<http://policies.cua.edu/academicundergrad//integrity.cfm>

Additional information is at <http://studentlife.cua.edu/studenthandbook.pdf> and on the website for the University's Policies & Procedures: <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 *Handbook* 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:

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](http://owl.english.purdue.edu/handouts/research/r_plagiar.html).

## **Disabilities:**

Students with documented disabilities who need course accommodations, have emergency medical information or require special arrangements for building evacuation should contact the instructors 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>

Some basic guidelines and links to other information may be found at:

- <http://counsel.cua.edu/ADA/clicks/>

## **Contact Information**

If you have any questions or concerns about the class or assignments, please feel free to contact me by phone, e-mail, or in person. I am available to meet with you before or after class. If you would like to set up an appointment to meet, e-mail or call me; please let me know two of days in advance to set up a time for the meeting.

Karen Marsh King  
Darden Graduate School of Business Library  
University of Virginia  
100 Darden Blvd  
Charlottesville, VA 22906

804-924-7321 (work)  
804-823-7669 (home)  
Fax 804-924-3533

[kingk@darden.virginia.edu](mailto:kingk@darden.virginia.edu)

**Saturday January 24<sup>th</sup>**

**Class Topics:**

Technical Services Overview

Technical Service Staffing

Technical Services Trends and Change

**February 7<sup>th</sup>**

**Class Topics:**

Technical Service Staffing

Collection Development Overview

Technical Services Trends and Change

Overview of Cataloging

**Readings Combined for first two classes:**

Chapter 1: Introduction and Overview (Evans)

Chapter 2: Staffing (Evans)

Chapter 3: Technical Service Administration (Evans)

Chapter 15: Cataloging- Overview (Evans)

Chap 1: Review of Literature: Tech Service Redesign & Reorganization (Eden)

Chapter 2: What is Technical Service? (Eden)

Chapter 3: Staffing Trends in Academic Library Tech Services (Eden)

***First Short Paper Due: topic as assigned***

**February 28<sup>th</sup>**

**Class Topics:**

Acquisitions

Overview of Cataloging

Collection Development Overview

Technical Services Process Flow Analysis Introduction

“The Goal” and “The Face Game”

**Readings:**

Chapter 5: Acquisitions Overview (Evans)

Chapter 6: Information Producers (Evans)

Chapter 8: Order Processes (pp157-170) (Evans)

Chapter 15: Cataloging- Overview (Evans)

Chapter 16: Decisions (Evans)

Chapter 4: Change and Adaptation in Technical Services (Eden)

Chapter 5: Quality Cataloging with Lee (Eden)

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

***Second Short Paper Due: topic as assigned***

***Disaster Preparedness and Plans - Self paced unit and Paper Due***

## **March 14<sup>th</sup>**

### **Class Topics and Discussions:**

Cooperative Collection Development, ILL, & Resource Sharing

Project Management: Overview and Principles

Gifts and Exchanges

Serials and Non-Book Materials

Change and Change Management

### **Readings for this class:**

Chapter 4: Cooperation/Consortia and Technical Services (Evans)

Chapter 9: Distributors and Vendors (Evans)

Chapter 10: Print Based Serials (Evans)

Chapter 11: Electronic Serials (Evans)

Chapters 13: Non-Book Materials (Evans)

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

Chapter 15: Personnel Turnover as an Impetus for Change (Eden)

Chap 16: Shifting Duties and Responsibilities of Technical Services Staff (Eden)

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

### ***Process Flow and Planning Unit - Project and Paper Due***

## **March 28<sup>th</sup>**

### **Class Topics and Discussions:**

Serials

Project Management: Overview and Principles

Preservation- Overview

Digital Preservation

### **Readings for this class:**

Readings from Preservation Assignment Sheet – review

### ***Midterm Exam – during class***

### ***Collection Development Self-paced unit and paper due -***

## **April 18<sup>th</sup>**

### **Class Topics and Discussions:**

Budgetary Issues, RFP's and Management of Contracts

Management of Technical Services

Class Wrap Up and Summary

### **Readings for this class:**

Chapter 14: Fiscal Management (Evans)

Chapter 12: Creating Career Paths for Cataloging Staff (Eden)

Chapter 13: Navigating Towards the Future

### ***Final Project due – paper and presentations***