

LSSC Approved Courses

Course Title: Reference Services

Competency Set Covered (check one):

REQUIRED

- Foundations of Library Services
 Communication and Teamwork
 Technology

ELECTIVE

- Access Services
 Adult Readers' Advisory Services
 Cataloging and Classification
 Collection Management
- Reference and Information Services
 Supervision and Management
 Youth Services

Course Sponsor: Highline Community College
Headquarters Location: Des Moines, Washington

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Course Format:

- Online (synchronous - specified, regular time)
 Online (asynchronous - self-paced)
 Face-to-face (in person)
 A combination of online and face-to-face

Course Description:

Development of proficiency in providing face-to-face and remote reference services in a variety of settings. The focus is on the nature and purpose of reference services, library principles governing them, customer service, conducting effective reference interviews, and developing familiarity with a broad array of print and electronic resources. Attention is also paid to assisting library users to become proficient in using library resources themselves. For full information about this course, go to <http://lis.highline.edu>

Course Schedule:

How often will the course be offered? Every spring quarter
Start date for next course: March 29, 2010

Course Costs:

Registration:	\$405 WA resident, \$470 non-resident
Materials:	Book \$30
Other:	Application fee \$25.50, Building fee \$12.50, Instructional Technology fee \$37.70
Total:	\$510.70 WA resident, \$575.70 non-resident

Date Approved:	September, 2009
Approval Expires:	September, 2113

Other Relevant Information:

At this point, this course can only be taken if the participant is enrolled as a student at Highline Community College.