

Access Services Competency - Course Map

Instructions:

Please complete each section under each competency. If the course(s) does not cover that competency, please indicate no coverage in the map.

Mapping multiple courses? If your program covers the competencies in two or more courses, please complete information for all courses in Part One. In addition, if you are describing two or more courses, under the individual competencies, please indicate which course you are describing by including its course number.

Definitions:

Methods mean any material that you present to cover the content of a particular competency. Methods could include lectures, power point presentations, video or/and audio presentations, field trips, or guest speakers.

Readings includes any text material assigned to your students. We understand that many instructors change the readings frequently. For the purpose of the map, please include the course's most current reading assignments. If you assign chapters in a textbook, please include the title of that chapter. Readings also include any viewing or reading of videos or other artifacts.

Assignments include any activities that you require students to complete. The summary assessment should also list the assignments. If you require discussion board posts, please give the topic of that discussion assignment. For the purpose of the map, please include the course's most current board topics. We understand that many instructors change discussion boards assignments as needed.

Assessments include any way that you use to evaluate if students have mastered that particular competency. For example, if a final exam includes questions about a competency, then include "final exam" on the map. You do not need to include the particular questions.

Part One: Course Information

If the course syllabus contains this information, you do not have to repeat the information in Part One.

Course Description:

Course Outcomes or Student Learning Outcomes:

Description of each assignment:

Description of each assessment:

Description of how students interact with the instructor and with each other:

Part Two: Competency-Course Map

Competency 1: Library Support Staff (LSS) know the traditional and nontraditional organization schemes for collections.

Methods:

Readings:

Assignments

Assessments:

Competency 2: LSS apply and manage the appropriate processes, technology, and equipment for circulating library materials, resource sharing, reserves, and user services.

Methods:

Readings:

Assignments:

Assessments:

Competency 3: LSS understand and apply copyright principles and policies pertaining to access functions such as reserves, document delivery, and interlibrary loan.

Methods:

Readings:

Assignments:

Assessments:

Competency 4: LSS understand and apply the principles, policies, and procedures regarding user privacy in library services.

Methods:

Readings:

Assignments:

Assessments:

Competency 5: LSS understand and apply the policies and procedures for resource sharing among libraries.

Methods:

Readings:

Assignments:

Assessments:

Competency 6: LSS understand and apply the principles, policies, and procedures of security for people, equipment, and collections.

Methods:
Readings:
Assignments:
Assessments:

Competency 7: LSS understand and use effective communication skills to explain access services policies and procedures.

Methods:
Readings:
Assignments:
Assessments:

Competency 8: LSS understand and apply customer service strategies to establish a welcoming atmosphere for all library users.

Methods:
Readings:
Assignments:
Assessments:

Competency 9: LSS assist people in emergencies, diverse situations, and with diverse needs.

Methods:
Readings:
Assignments:
Assessment:

Competency 10: LSS perform applicable financial transactions and record keeping.

Methods:
Readings:
Assignments:
Assessment:

Competency 11: LSS maintain collections by shelving, shifting, and shelf reading.

Methods:
Readings:
Assignments:
Assessments:

Competency 12: LSS identify and solve problems related to circulation and resource sharing processes.

Methods:

Readings:

Assignments:

Assessments:

Competency 13: LSS assist with collecting and reporting data on collections and services.

Methods:

Readings:

Assignments:

Assessments: