# Course Title: Access Services

## Aims and Objective

This course helps students acquire knowledge in the functions and operations of the lending section in a library, and practical skills of using library management systems. Topics also include library co-operation, and the evaluation of the effectiveness of user services.

## Intended Learning Outcomes of the Course

On completion of the course, students should be able to:

- **ILO1.** explain the terminology and concept of the library circulation function;
- **ILO2.** carry out the procedures of operating circulation systems;
- **ILO3.** describe the interlibrary loan and document supply policies;
- **ILO4.** describe library co-operation schemes and how they operate;
- **ILO5.** evaluate the effectiveness of library access services provision.

## Syllabus

1. **Overview of library public service**
   - Lending libraries and lending policies: rules and regulations
   - The range of library services
   - Library collections

2. **Service provision**
   - The concept of service
   - Library service skills
   - Service level agreements
   - Roles and responsibilities of counter staff

3. **Circulation services**
   - Borrower registration
   - Categories of borrowing privileges
   - Borrowing and returning
   - Book drop
   - Renewal, hold, recall
   - Due dates, overdues, fines and losses
   - Circulation notices

4. **Library housekeeping systems**
   - Circulation control – system parameters
   - Messages and traps
   - Circulation hardware: scanners, barcodes, and Radio-Frequency Identification (RFID)
5. Special collections services
   - Reserve materials
   - Rare books
   - Archives
   - Theses
   - Newspaper clippings
   - Toys, kits, etc.

6. Customer focus
   - User’s perception of the quality of service
   - Customer satisfaction
   - Interpersonal skills
   - Ambiance of library

7. Self service
   - Promotion of web services
   - Use of Online Public Access Catalogue (OPAC)
   - Self check-out
   - Electronic access
   - Guiding and instruction

8. Special services and facilities
   - Equal opportunity to access
   - Special user groups
   - Outreach services

9. Monitoring library services
   - Statistics of usage
   - Surveys and questionnaires
   - Continuous improvement

10. Theory of interlibrary lending
   - Growth in publishing
   - National responsibility
   - Access not ownership
   - Economics of sharing and co-operation

11. The Interlibrary loan system
   - Information for the users
   - Manual or automated system
   - Transmission of request
   - Networks: local, regional, national
   - International network

12. Verification tools
   - Union catalogues, Online Computer Library Center (OCLC)
   - Publishers lists
   - Web sites – Interlibrary Loan (ILL) Web

13. Range of procedures
   - Selecting a format
   - Selecting a supplier
   - Keeping records and statistics
   - Dealing with reports, cancelling and chasing
   - Lending, returning, renewal, replacement costs
14. Document delivery
   - Commercial services
   - Electronic supply
   - Non-return supply – photocopy, fiche
   - Copyright issues

15. Evaluation of ILL service
   - Turnaround time
   - Fill rate
   - Unit cost
   - User satisfaction
   - Improving services

16. Library co-operation
   - Role of national libraries
   - Role of university libraries
   - The International Federation of Library Associations and Institutions (IFLA)
   - Combined search of local catalogues
   - Influence of digitization on ILL

17. Future developments
   - User preferences
   - Emerging worldwide co-operation

### Assessment

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<thead>
<tr>
<th>Type of Assessment (Weighting)</th>
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**Pre-requisite(s)**

Nil

### Required and Recommended Reading


07.05.2018
Course Title: Library and Information Environment

Course Code: CCLB405

Aims and Objective

This course helps students acquire knowledge of an information society. Through lectures and site visits, students are able to learn the roles and functions of different information agencies in an information society. The course also equips students with the ability to accurately cite sources of information, and skills for accessing information from different sources.

Intended Learning Outcomes of the Course

On completion of the course, students should be able to

ILO1. describe the development of an information society;
ILO2. describe the characteristics of different information agencies
ILO3. cite different types of information sources according to a prescribed referencing style;
ILO4. access and assess a variety of forms of information from libraries and the Internet.

Syllabus

1. Emergence of the information society
   • Definitions
   • Causes
   • Outcomes

2. Role of librarians in the information society
   • Emergence of the information society and library profession
   • Essential qualifications and skills of modern librarians

3. Information needs of the community
   • Reasons for growing demand for information in the community
   • Types of library users and their information needs
   • How libraries satisfy the information needs of the community

4. Types of information agencies
   • Libraries
   • Museums
   • Repositories, archives and records management units

5. Sources of information
   • Books
   • Serials
   • AV materials
   • Electronic resources, etc.
6. Tools for accessing information
   - Library catalogues
   - Databases
   - Internet

7. Access to information sources – policies, rules & regulations
   - Library policies
   - Copyright law
   - Legal deposit

8. The library profession
   - Education and training of professionals and para-professionals
   - Employment prospects for professionals and para-professionals

Assessment

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Pre-requisite(s)

Nil

Required and Recommended Reading


07.05.2018
# Course Title: Preservation of Information

## Aims and Objective

This course is to equip students with the skills required for effective care of library materials and the techniques used in preservation.

## Intended Learning Outcomes of the Course

On completion of the course, students should be able to:

- ILO1. process a range of library materials;
- ILO2. identify shelving facilities for library materials;
- ILO3. shelve library materials properly;
- ILO4. perform minor repairs to library materials and library stocktaking;
- ILO5. conduct library preservation programme and disaster planning;
- ILO6. describe the preservation issues of digitization.

## Syllabus

<table>
<thead>
<tr>
<th></th>
<th>Introduction</th>
<th>Library shelving facilities and furniture</th>
<th>Shelving library materials</th>
<th>Library preservation programme</th>
<th>Preserving library materials</th>
<th>Reformatting and digitization</th>
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<td>Introduction to collection maintenance</td>
<td>Arrangement of shelves</td>
<td>Introduction to different shelving arrangements</td>
<td>Introduction</td>
<td>Preservation treatment decisions</td>
<td>Reformatting</td>
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<td>Flow of material</td>
<td>Shelving facilities</td>
<td>Sorting, shelving and re-shelving</td>
<td>Preservation responsibilities of different library sections</td>
<td>Book repairs</td>
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<td>Material processing</td>
<td>Special shelving and storage systems</td>
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<td>Special collection and archival materials</td>
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<td>Preservation of digital information</td>
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7 Stocktaking and weeding
  ● Stocktaking
  ● Weeding

8 Library disaster planning and recovery
  ● Disaster response plan
  ● Disaster response team
  ● Prioritization for recovery
  ● Disaster response

Assessment

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Pre-requisite(s)

Nil

Required and Recommended Reading

Course Title: Acquisition of Information Resources

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**Aims and Objective**

This course is to equip students with the skills needed in acquiring information resources in a modern library and Information Centre.

**Intended Learning Outcomes of the Course**

On completion of the course, students should be able to

- ILO1. describe the activities of acquisitions departments in libraries;
- ILO2. process, verify, prepare and dispatch library purchase orders;
- ILO3. receive newly purchased items, record receipt of materials and identify receipt problems;
- ILO4. recommend appropriate and cost effective sources for library materials;
- ILO5. maintain accurate and timely acquisitions and accounting records;
- ILO6. describe the licensing issues of electronic materials.

**Syllabus**

1. Publishing industry
   - Book publishers
   - Types of book publishing
   - Publication process
   - Significance of serials publishing
   - Serials pricing and publishing trends

2. Library vendors
   - Services provided by vendors
   - Vendor selection
   - Vendor evaluation
   - Library/Vendor relations

3. Acquisitions overview
   - Goals and functions
   - Outsourcing

4. Acquisition of books
   - Types of order
   - Ordering process
   - Receiving process
   - Claims

5. Acquisition of serials
   - Significance of serials publishing Receiving and renewals
   - Serials collection management and development
6. Acquisition of electronic resources
   - Features and characteristics of electronic resources
   - Selection of electronic resources
   - Technical considerations
   - Pricing structures
   - Ordering process

7. Licensing
   - License features
   - Collective licensing
   - Eprint and open access

8. Bookkeeping and payment
   - Basic concepts
   - Documentation

Assessment

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Pre-requisite(s)
Nil

Required and Recommended Reading

References:


28.12.2018
Course Title: Bibliographic Control

Course Code: CCLB4003

Aims and Objective

This course introduces students to the principles of descriptive cataloguing of monographs and rules of Anglo-American Cataloguing Rules, 2nd edition (AACR2), the form of access points, choice of access points in the bibliographic records, and Machine-Readable Cataloguing (MARC) bibliographic format. Basic concepts of classification and subject cataloguing are also introduced.

Intended Learning Outcomes of the Course

On completion of the course, students should be able to

ILO1. discuss the needs for bibliographic control;
ILO2. interpret the standard of AACR2 and MARC;
ILO3. apply standard cataloguing tools to perform elementary bibliographic description;
ILO4. search, identify and retrieve bibliographic/authority records from a variety of sources;
ILO5. assign access points according to the standard of authority data;
ILO6. identify future trends for bibliographic control.

Syllabus

1. Introduction to bibliographic control
   - Basic concepts and terminology

2. Dewey Decimal Classification
   - Basic principles of classifying Dewey Decimal Classification (DDC)
   - Main classes
   - The hundred divisions
   - The thousand divisions

3. Library of Congress Classification
   - Main classes
   - Subclasses

4. Subject Headings
   - Library of Congress Subject Headings
   - Sears List

5. Descriptive Cataloguing
   - Catalog/Bibliographic record
   - International Standard Bibliographic Description (ISBD)/AACR2
   - Areas of description
   - Description of monographs
6. MARC Standard for monographs
   - Elements of a MARC format
   - Units in a MARC record
     0XX control information
     1XX main entries
     2XX titles and title paragraph
     3XX physical description
     4XX series statements
     5XX notes
     6XX subject access fields
     7XX added entries
     8XX series added entries
     9XX reserved for local library information

7. Future trends for bibliographic control
   - The growth of Metadata (e.g., Dublin Core)
   - Other standards

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Required and Recommended Reading


07.05.2018
THE UNIVERSITY OF HONG KONG
HKU SPACE Community College

Higher Diploma Programmes 2018-19
Course Document

Course Title: Reference Services in the Digital Age

Course Code: C C L B 4 0 1 2

Aims and Objective

This course provides students with the knowledge of different kinds of reference materials, various features of information storage and retrieval systems as well as the skills to assist library clients in locating, accessing, interpreting, retrieving and evaluating appropriate information in the digital age.

Intended Learning Outcomes of the Course

On completion of the course, students should be able to

ILO1. identify, evaluate and select appropriate printed and electronic reference resources to satisfy the information needs of the enquirers;
ILO2. describe the characteristics and functions of information storage and retrieval systems (IRS) for reference services;
ILO3. communicate effectively with clients to interpret their information needs;
ILO4. assist clients to access, locate and retrieve relevant information.

Syllabus

1. Elements of reference services
   • Introduction to reference and information service
   • Kinds of information service

2. Roles and duties of reference staff and their relationship with library client groups
   • Creating finding tools and websites
   • Evaluate staff and services

3. Library client groups and their information needs
   • Promoting and marketing reference service
   • Conducting reference interview
   • Research consultation
   • Information literacy

4. Various kinds of reference resources in the digital era
   • Introduction to major reference sources
   • Criteria of selecting and evaluating printed and electronic reference sources

5. The virtual library and virtual reference services
   • Development and structure of virtual reference services
   • Types of virtual reference e.g. email, chat, IM, SMS, WhatsApp

6. Characteristics and functions of information storage and retrieval system (IRS)
   • Features of IRS
   • Various examples of commercial IRS
7. Indexing language and vocabulary control
   • Searching skills
   • Difference between natural language (freetext) and controlled vocabulary
   • Structure of controlled vocabulary
   • Recall and precision

8. Future of information service

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Pre-requisite(s)

Nil

Required and Recommended Reading


07.05.2018