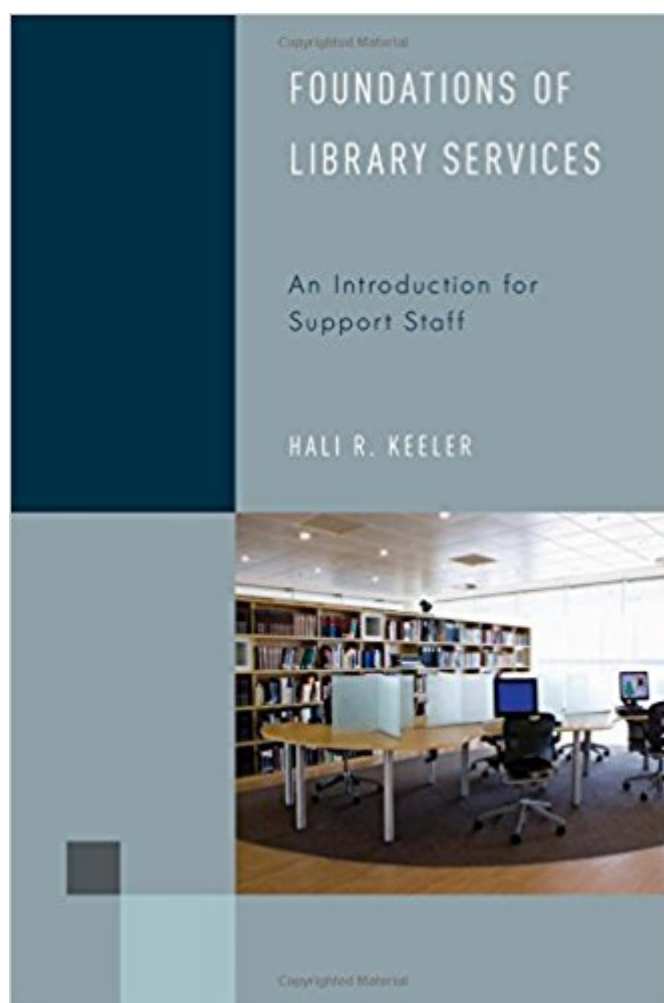


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# Foundations Of Library Services: An Introduction For Support Staff (Library Support Staff Handbooks)



## Synopsis

Trained library support staff is critical in assisting the user in locating and interpreting the resources available in libraries. To do so requires the knowledge and practice of library missions and roles in different types of libraries and the delivery of that information to an increasingly diverse clientele. The plethora of resources available today requires that support staff understand and implement the basic principles of information services as well as the responsibility and relationships among library departments and functional areas. Foundations of Library Services is both a text for professors who teach in library support staff programs and an introductory reference manual for support staff who work in libraries. This book will guide the LSS to be able to:

- Understand the mission and role of the library in its community
- Be familiar with the ethics and values of the profession, including those of the Library Bill of Rights, the ALA Code of Ethics, freedom of information, confidentiality of library records and privacy issues
- Know the responsibility and relationships among library departments
- Practice the basic principles of circulation, including interlibrary loan; current cataloging and classification systems; and acquisitions and collection development policies.
- Understand how libraries are governed and funded within their organizations or government structures
- Realize the value of cooperation to enhance services
- Practice quality customer service
- Communicate and promote the library's values and services
- Recognize and respond to diversity in user needs

## Book Information

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## Customer Reviews

The core values of library service must be understood by all library staff, no matter the type of institution. Condensing history, ethics, duties, and the reasoning behind certain tasks into one text is a tall order. Keeler is thorough and uses real-life contemporary examples to connect traditional practices to modern times. Chapters are divided into three sections: materials, customer service, and access to information. Subjects covered include acquisitions, readers' advisory, serving youth, assisting challenging patrons, intellectual freedom, and more. Each chapter states the library support staff certification (LSSC) competency being addressed and provides a glossary of terms, a chapter summary, discussion questions and activities, and a list of extensive references. Material is covered at a level of detail useful for library support staff. The chapters, while brief in length, are dense in content. Verdict: This is an excellent text for library science students and for library staff developing learning outcomes and training opportunities. (Library Journal) This text is unique in that it specifically addresses the competencies required for the Library Support Staff Certification Program of the American Library Association. It incorporates a broad range of topics and, if used for training or as a classroom textbook, will build a firm foundation for those preparing to be library technical workers. Essential information is presented in a practical manner with ample first-hand examples. The helpful suggestions for acquiring hands-on familiarity with the information and resources, along with the suggested assignments will be very useful to instructors. (Linda D. Morrow, Association Librarian/ Public Services, Palomar College) This book would be very useful as both a general handbook for support staff and a textbook for a basic LTA course. Tying the text content to the national Library Support Staff Certification competencies ensures complete coverage of the Foundations of Library Services competency set, including introductions to public and technical services, customer service issues, intellectual freedom, and more. (Sandra Smith Rosado, Head of Technical Services, J. Eugene Smith Library, Eastern Connecticut State University, Willimantic, CT) This text breaks new ground by specifically addressing the LSSC competencies developed by the ALA LSSC group and carefully addresses the different areas quite comprehensively and would be a strong text for any undergraduate level introductory course in LIS. (Jodi Williams, Associate Professor and Coordinator, Information and Library Services Program, University of Maine at Augusta) This text does a nice job of covering the basic competencies a person would need to enter the library world as an LTA. It includes practical step by step process information and example charts that help clarify concepts and procedures. The chapter terminology lists and summary questions will be helpful in deepening student understanding and exploration of the various aspects of library work. (Susan Mannan, Statewide Library Technical Assistant Program Chair, Ivy Tech Community College-Central Indiana)

Hali R. Keeler has been an Adjunct Professor since 1998 in the Library Technology program at Three Rivers Community College in Norwich, CT, where she formerly served as Program Coordinator. She teaches Library Public Services, Library Technical Services, and Management Strategies. Retired after 35 years in public library service as a Children's Librarian and as a Library Director, she has been a longtime member of the American Library Association, Public Library Association and the Connecticut Library Association. Hali earned her M.L.S. from the University of Rhode Island.

This is a good reference book for library support staff. I would recommend it to those who work in those positions.

A good intro to issues involving today's libraries.

Arrived as promised in perfect condition. Thank you!

Brand new ans shipped fast

Required text my class, came on schedule

The Kindle version of this book does not contain page numbers. At least not if you are using an 8th generation basic kindle. So if you want this for class and your instructor assigns readings from the book by page number, you'll be begging the chapter numbers off your classmates and professor.

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