

# **LIB101W : Foundations in Library Service**

Foundations in Library Service introduces library public-services operations. It introduces student to multiple library types and explains the services they provide. The course explores general customer-service techniques and the degree to which physical space impacts service, emphasizing public relations, problem solving, communication skills, and library policies and procedures. It also introduces programming and program design.

**Lecture Hours** 3

**Lab Hours** 0 **Credits** 3