CENTRAL CAROLINA
COMMUNITY COLLEGE

Program Planning Guide
Library Management Certificate (C55310M0)

(No placement testing is required for this certificate program.)
Program Length: Variable based on student course load.
Career Pathway Options: Associate in Applied Science Degree in Library and Information Technology (Higher entrance standards required.)
Program Sites: Distance Education

Course requirements:		Class	Lab	Credit	Grade	Semester	Notes
		HOURS					
LIB 110	Introduction to Libraries	3	0	3			
LIB 112	Library Collection Dev. & Acquisition	2	2	3			
LIB 114	Library Public Services Operations	2	2	3			
LIB 215	Library Management	3	0	3			
BUS 153	Human Resource Management	3	0	3			
MKT 223	Customer Service	3	0	3			

Total Semester Hours Credit: 18

Course Descriptions:

BUS 153   Human Resource Management   3-0-3
This course introduces the functions of personnel/human resource management within an organization. Topics include equal opportunity and the legal environment, recruitment and selection, performance appraisal, employee development, compensation planning, and employee relations. Upon completion, students should be able to anticipate and resolve human resource concerns.

LIB 110   Introduction to Libraries   3-0-3
This course includes the history and future of libraries, a survey of library types, and an overview of library organization, services, and community relationships. Emphasis is placed on societal roles of the library, literary and intellectual freedom, comparisons and contrasts of library types, and the roles of professional organizations. Upon completion, students should be able to discuss literacy and intellectual freedom, describe library organization, and compare types of libraries, their materials, and services.

LIB 112   Library Coll. Dev./Acq.   2-2-3
This course covers library collection development and acquisitions policies and procedures. Emphasis is placed on evaluating mission statements, needs assessment studies, purchasing materials using selection criteria and tools, and related collection development and acquisitions activities. Upon completion, students should be able to evaluate mission statements, conduct needs assessments using selected criteria, and complete related collection development and acquisitions activities.

LIB 114   Lib. Public Serv. Oper.   2-2-3
This course covers effective library orientations, effective patron service, automated circulation systems, statistics and reports, reserves, and security. Emphasis is placed on public relations, problem solving, communication skills, circulation systems and policies, interlibrary loan procedures, shelving, and display options. Upon completion, students should be able to deal with diverse patrons, conduct library orientations, compile reports from statistical data, initiate interlibrary loans, and prepare displays.

LIB 215   Library Management   3-0-3
This course covers basic management duties specific to the field of Library and Information Science. Topics include supervisory skills, delegation, time management, conflict resolution, training and coaching others, communication techniques, organizational theory, leadership and decision making in the library setting. Upon completion, students should be able to demonstrate knowledge of successful library operations, including key management concepts and strategies.

MKT 223   Customer Service   3-0-3
This course stresses the importance of customer relations in the business world. Emphasis is placed on learning how to respond to complex customer requirements and to efficiently handle stressful situations. Upon completion, students should be able to demonstrate the ability to handle customer relations.