

Library Technology Certificate: Program Outcomes

Upon successful completion of this program, graduates will be prepared to:

1. Identify and apply the basic principles of:
 - a. Reference and information services;
 - b. Circulation, including collection management;
 - c. Cataloging and classification systems; and
 - d. Acquisitions and collection development.
2. Understand the basic principles of and practice quality customer service.
3. Identify and apply the ethics and values of the profession, including an understanding of the Library Bill of Rights, the ALA Code of Ethics, freedom of information, confidentiality of library records, and privacy issues.
4. Use effective communication skills to enhance approachability and to transmit information.
5. Demonstrate flexibility in adapting to new technology.
6. Assist and train users to operate public computing equipment and other library related technologies.