

## Library Technical Assistant Program Outcomes

### DRAFT 6

The Library Technical Assistant Associate of Science Degree Program prepares students to be active members of a library team, contributing to the information and education mission of libraries.

Upon completion of the program, graduates will be able to:

1. Explain the mission and roles of a library in its community and the mission of libraries in general.
2. Perform basic library technical and public services such as
  - Assisting library patrons in the use of library resources.
  - Delivering basic library user and library staff education, including in-person training and the creation of library guides.
  - Assisting with planning and delivering library programming.
  - Ordering and processing materials for use.
3. Apply ethical, legal, and security considerations to all patron interactions and library services.
4. Apply the basic concepts of customer service in all dealings with both internal and external customers/patrons.
5. Use basic computing software and standard library technology.
6. Demonstrate an ability to participate in teamwork.
7. Demonstrate professionalism in work habits, an openness to change, and an awareness of the evolving nature of libraries.
8. Demonstrate the foundational intellectual skills involved in written and oral communication and basic mathematical calculations, especially as they apply to dealing with library patrons and the library's community.
9. Use basic knowledge from the scientific, humanistic/artistic, social/behavioral fields in library reference work.

10. Demonstrate critical thinking and problem solving skills.