

<https://craftonhills.smartcatalogiq.com/en/2024-2025/catalog/credit-programs/library-science-libr/library-support-staff-certificate-of-achievement/>

# Library Support Staff Certificate of Achievement

The Library Support Staff Certificate program will prepare students to enter the library field in public or academic library environments. Courses include Library Support Staff roles, including job skills and soft skills in communication and teamwork, Technical Services, Library Technologies, Access Services, Reference and Information Services and Library Career Readiness. Course work includes cataloging books and eBooks according to industry standards in public and academic libraries, exploring the role of artificial intelligence in libraries, creation of an electronic portfolio to demonstrate educational experience to show to potential employers, searching for library jobs and gaining the skills to create resumes, cover letters and prepare for job interviews, participation in creation of an Open Educational Resource (OER) and training to provide library patrons access to information.

## Major/Program Requirements

### [Career and Academic Pathways](#)

### Required Courses:

<a href="#">LIBR 101</a>	Introduction to Library Services for Support Staff	3.00
<a href="#">LIBR 102</a>	Introduction to Libraries	3.00
<a href="#">LIBR 103</a>	Introduction to Library Technology	3.00
<a href="#">LIBR 104</a>	Introduction to Access Services	3.00
<a href="#">LIBR 105</a>	Introduction to Library Technical Services	3.00
<a href="#">LIBR 106</a>	Reference and Information Services	3.00
<a href="#">LIBR 107</a>	Library Career Readiness	1.00

**TOTAL CREDIT HOURS: 19.00**

A student receiving a certificate in this field will be able to:

- Cultivate strong interpersonal and communication skills to provide exceptional customer service, address patron inquiries, and resolve issues in a professional and respectful manner.
- Plan, implement, and evaluate library programs, initiatives, and special projects to enhance community engagement and library services working collaboratively with members of the library team.
- Develop a strong foundational knowledge of the library's mission, programs, services, collections, and diverse communities of library users.
- Develop proficiency in the use of integrated library systems, databases, and emerging technologies to streamline library operations, enhance user experience and gather data.
- Apply effective search techniques to efficiently locate information in both physical and digital formats to provide high-quality reference services to patrons and equitable access to information.
- Develop proficiency in copy cataloging, cataloging, classification, and organization of materials, to effectively manage, maintain and further develop library collections.
- Develop career-ready skills to locate career opportunities within the library field, create tailored application materials, prepare for interviewing, and prepare for successful entry or advancement in diverse library settings, including public and academic.