The Information Specialist Internship Program Experience: Area Descriptions and Goals

Collection Management

Collection Management staff build and manage the Libraries' collections in support of campus research and instructional needs. Their responsibilities include: selecting books, journals, electronic resources and media, consulting with faculty and students about their information needs, evaluating and assessing collections, developing collection policies, and compiling and reporting collections data for various purposes.

Goals

- Understand the challenges facing collection development:
  - Economic constraints
  - Explosion of both print and electronic information resources
  - Changing expectations of users
  - Need to manage storage of print collections.
- Learn how collection managers build and manage the library collections in support of campus research and instructional needs
- Understand the types of collection analyses required for making skillful decisions regarding the dollars available for collections

Information Technology (IT)

Information technology is a broad subject area concerned with technology and other aspects of managing and processing information, especially in large organizations. In particular, IT deals with the use of computers and computer software to convert, store, process, transmit and retrieve information. Within this program, IT will specifically cover the planning, development, design, application, and integration of technologies within the library and information environment.

Goals

- Understand the role of information technology in a library setting
- Understand the types of services and support IT personnel provide to the library system
- Understand the software and hardware applications that support library functions and services
- Learn how information technology is used to acquire, organize, and disseminate information
- Understand the library's role in providing technology services (instruction, support etc.) and electronic resources to users.

Public Services

Public services are the "face" of the information center or library, focusing on direct assistance to people in finding, evaluating and using information. Although much of public service work is done in person at a staffed help desk or public office, such personalized service can also be provided remotely by phone, email, IM or other communication methods. Specific library public service roles include: research assistance, checkout of library materials, help with using computer programs, class or workshop instruction, individual consultations on any information need.

Goals
- Understand the role of public services in a library setting
- Understand the variety of public service roles library personnel have (information, reference, instruction, circulation, help desk, etc.)
- Understand the value of strong communication skills required for excellent public service
- Learn basic information seeking skills
- Understand the role of collaboration and referral in providing public service

Technical Services

The Technical Services division in the library supports the mission of the Library by acquiring, processing, organizing, providing access to, and preserving the library's print and electronic collections. Their work is essential to helping users find library materials.

Goals
- Understand how the technical service operation acquires, organizes, provides bibliographic access to, and preserves:
  - Traditional collections
  - Remote electronic information resources determined to be of interest to the users of the library
- Understand the variety of technical service roles library personnel have (cataloging, acquisitions, etc.)

Special Libraries

Special libraries offer unique opportunities to work in a specialized environment of interest, such as corporations, hospitals, the military, museums, private businesses, government and academic settings. Special libraries on the UW-Madison campus are discipline-specific information centers and support the learning, teaching and research in academic departments. Examples of special libraries at UW-Madison are: Physics, Art, Business, Chemistry, Mathematics Library.

Goals
- Expose the intern to the breadth of activities and functions that define a special library including, but not limited to:
  - IT
  - Public Services
  - Collection Management
  - Technical Services
  - Discipline-specific activities