

BSB42115: Certificate IV Library and Information Services – Course Outline

UNIT	TAFE SA (LIBRARY STUDIES) UNIT OVERVIEW	WWW.TRAINING.GOV.AU UNIT OF COMPETENCY DETAILS
<div>ICTICT203</div> <div>Operate application software packages</div> <div>ELECTIVE</div> <div>Nominal hours = 60</div>	<div><i>Unit overview</i></div> <div>This unit will provide students with the required skills and knowledge to identify, select and operate three commercial software packages, namely Microsoft Word, Excel and Power Point, including:</div> <div><ul style="list-style-type: none"><li>Planning a document, including consideration of organisational branding, layout and formatting</li><li>Basic-to-intermediate use of Microsoft Word, Microsoft Excel (spreadsheets) and Microsoft Power Point packages</li><li>Creating letters</li><li>Spell and grammar checking documents</li><li>Formatting documents</li><li>Using tables and formulas</li><li>Using Help features</li><li>Mail merging</li><li>Images, charts and graphics</li><li>Reporting</li><li>Power Point presentations, master slides, animation, clipart, data linkages</li><li>OHS Standards when using computer equipment</li></ul></div>	<div><b>1. Use appropriate workplace health and safety (WHS) office work practices</b><div>1.1 Use safe work practices to ensure ergonomic, work organisation, energy and resource conservation requirements are addressed</div><div>1.2 Use wrist rests and document holders where appropriate</div><div>1.3 Use monitor anti-glare and radiation reduction screens where appropriate</div></div> <div><b>2. Use appropriate word-processing software</b><div>2.1 Select word-processing software appropriate to perform activity</div><div>2.2 Identify document purpose, audience and presentation requirements, and clarify with personnel as required</div><div>2.3 Identify organisational requirements for text-based business documents, and design document structure and layout to ensure consistency of style and image</div><div>2.4 Match document requirements with software functions to provide efficient production of documents</div><div>2.5 Use technical functions, other data and formatting to finalise documents</div><div>2.6 Ensure the naming and storing of documents in appropriate directories or folders and printing of documents to the required specifications</div></div> <div><b>3. Use appropriate spreadsheet software</b><div>3.1 Select spreadsheet software appropriate to perform activity</div><div>3.2 Identify document purpose, audience and presentation requirements, and clarify with personnel as required</div><div>3.3 Enter simple formulas and functions using cell referencing where required</div><div>3.4 Customise spreadsheet settings to meet requirements</div><div>3.5 Ensure the naming and storing of documents in appropriate directories or folders and the printing of documents to the required 3.6 specifications</div></div> <div><b>4. Use a third application software package</b><div>4.1 Select software application package appropriate to perform activity</div><div>4.2 Identify purpose, audience and presentation requirements, and clarify with personnel as required</div><div>4.3 Use technical functions, other data and formatting to finalise documents</div><div>4.4 Ensure documents are named and stored in appropriate directories or folders and printed to required specifications</div></div>
<div>BSBLIB407</div> <div>Search library and information databases</div> <div>ELECTIVE</div> <div>Nominal hours = 30</div>	<div><i>Unit overview</i></div> <div>This unit will provide the student with the required skills and knowledge to search and analyse information from a range of bibliographic and full text databases, evaluate these against specific criteria, and then present this information to clients, including:</div> <div><ul style="list-style-type: none"><li>Communicate effectively with colleagues and customers</li><li>Use problem solving skills to develop alternative search processes or methods when information cannot be readily located</li><li>Apply technology skills in the use of current industry database systems</li><li>Use information literacy skills to interpret a wide range of information and ideas</li><li>Understand the role of databases in the context of the information services industry</li><li>Understand the scope and type of databases available to information services providers</li><li>Understand features of commonly used databases, including bibliographic information, downloadable records, in print status and current prices</li><li>Devise effective search strategies and apply appropriate database searching techniques and procedures to source information in response to various customer needs</li><li>Understand copyright, moral rights and intellectual property (IP) issues and legislation that impact on the use of information obtained from databases</li></ul></div>	<div><b>1. Identify and access databases</b><div>1.1 Assess range of databases available to information services providers</div><div>1.2 Differentiate between databases and internet websites as sources of information</div><div>1.3 Select appropriate databases to meet specific information needs</div><div>1.4 Use required procedures to access databases</div><div>1.5 Comply with copyright and licensing conditions relevant to use of databases</div></div> <div><b>2. Construct searches</b><div>2.1 Conduct database searches using a range of search techniques suited to information needs</div><div>2.2 Use and manipulate features of databases to construct effective searches and access required information</div><div>2.3 Consult online manuals and database search tips to refine or revise search strategies</div></div> <div><b>3. Present information</b><div>3.1 Evaluate search results to identify information that meets needs</div><div>3.2 Conduct further searches and evaluations and download as required</div><div>3.3 Present or organise information in formats appropriate to customer needs</div><div>3.4 Prepare reference lists as required according to standard referencing styles</div></div>

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	<ul style="list-style-type: none"><li>Respond to multiple and varied information requests</li><li>Prepare bibliographic reference lists using the Harvard referencing style</li></ul>	
<p><b>ICTWEB201</b></p> <p>Use social media tools for collaboration and engagement</p> <p><b>ELECTIVE</b></p> <p>Nominal hours = 20</p>	<p><i>Unit overview</i></p> <p>This unit describes the skills and knowledge required to establish a social networking presence, using social media tools and applications. It includes the requirement to review, compare, and use different types of social networking tools and applications.</p> <ul style="list-style-type: none"><li>Explain what social media is</li><li>Identify different social networking sites and tools, and identify their key audience, use and applications</li><li>Compare and select appropriate social networking tools for appropriate use and to achieve desired outcomes</li><li>Identify the benefits/negative aspects of utilising social networking websites</li><li>Identify issues associated with using social media, such as copyright and privacy issues</li><li>Define goals and outcomes based on your and/or your Library and Information services need</li><li>Establish social media usage using required platforms and networks using text and file content</li><li>Utilise social media to communicate with your clients and other stakeholders/end users</li><li>Keeping up to date with the latest industry guidelines and technology</li></ul>	<p><b>1. Describe the different types of social media tools and applications</b></p> <p>1.1 Explain the characteristics of the term ‘social media’</p> <p>1.2 Identify different types of social-media tools and applications</p> <p>1.3 Illustrate some of the issues associated with the use of social media tools and applications</p> <p><b>2. Compare different types of social media tools and applications</b></p> <p>2.1 Select one social media type to review</p> <p>2.2 Review the most popular tools, and applications, within that social media type</p> <p>2.3 Itemise the benefits across a range of the most popular tools and applications</p> <p>2.4 Select the most appropriate social media tool or application</p> <p><b>3. Set up and use, popular social media tools and applications</b></p> <p>3.1 Identify the social media tools and applications available for possible implementation</p> <p>3.2 Initiate the preferred social media tools, and applications, for use</p> <p>3.3 Establish the social media interface, using text and file content</p> <p>3.4 Initiate social networking interaction</p> <p>3.5 Test and evaluate tools, and applications, for ease of use</p> <p>3.6 Present the findings</p>
<p><b>BSBCUS301</b></p> <p>Deliver and monitor a service to customers</p> <p><b>CORE</b></p> <p>Nominal hours = 35</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required skills and knowledge to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service within a library environment, including:</p> <ul style="list-style-type: none"><li>Effective and professional communication</li><li>The use of language and tone</li><li>Non-verbal communication</li><li>Cultural and social sensitivity</li><li>Active listening and questioning</li><li>Identifying potential conflict</li><li>Maintaining high personal presentation standards</li><li>Identifying customer needs</li><li>Special needs customers</li><li>Organisational policies and procedures relating to customer service</li><li>Identify customer dissatisfaction and resolve customer complaints</li><li>Escalating complaints</li></ul>	<p><b>1 Identify customer needs</b></p> <p>1.1 Use appropriate interpersonal skills to accurately identify and clarify customer needs and expectations</p> <p>1.2 Assess customer needs for urgency to determine priorities for service delivery according to organisational and legislative requirements</p> <p>1.3 Use effective communication to inform customers about available choices for meeting their needs and assist in the selection of preferred options</p> <p>1.4 Identify limitations in addressing customer needs and seek appropriate assistance from designated individuals</p> <p><b>2 Deliver a service to customers</b></p> <p>2.1 Provide prompt service to customers to meet identified needs in accordance with organisational and legislative requirements</p> <p>2.2 Establish and maintain appropriate rapport with customers to ensure completion of quality service delivery</p> <p>2.3 Sensitively and courteously handle customer complaints in accordance with organisational and legislative requirements</p> <p>2.4 Provide assistance or respond to customers with specific needs according to organisational and legislative requirements</p> <p>2.5 Identify and use available opportunities to promote and enhance services and products to customers</p> <p><b>3 Monitor and report on service delivery</b></p> <p>3.1 Regularly review customer satisfaction with service delivery using verifiable evidence according to organisational and legislative requirements</p> <p>3.2 Identify opportunities to enhance the quality of service and products, and pursue within organisational and legislative requirements</p> <p>3.3 Monitor procedural aspects of service delivery for effectiveness and suitability to customer requirements</p> <p>3.4 Regularly seek customer feedback and use to improve the provision of products and services</p> <p>3.5 Ensure reports are clear, detailed and contain recommendations focused on critical aspects of service delivery</p>
<p><b>BSBIPR401</b></p> <p>Use and respect copyright</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required skills and knowledge to identify copyright in relationship to intellectual property broadly, including:</p> <ul style="list-style-type: none"><li>The nature of patents, trademarks and design protection in Australia</li></ul>	<p><b>1. Identify extent of copyright protection for original works</b></p> <p>1.1 Research copyright and its application to original works</p> <p>1.2 Identify legislative requirements governing copyright</p> <p>1.3 Determine the copyright owner of original works within or used by the organisation</p> <p>1.4 Research the rights of the copyright owner, including moral rights</p>

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<div>CORE</div> <div>Nominal hours = 50</div>	<ul style="list-style-type: none"><li>• Copyright protection for original works and subject matter other than works</li><li>• The elements required to obtain copyright protection</li><li>• Determining the owner of copyright works</li><li>• Creative commons and Open Education Resources</li><li>• Fair dealing in copyright and libraries</li><li>• Copyright infringement</li><li>• Commercialising &amp; assigning copyright &amp; work by employees</li><li>• Copyright and the digital environment</li></ul>	<p>1.5 Determine whether a copyright notice is required</p> <p>1.6 Identify sources of information and advice regarding copyright issues and use copyright professionals where required</p> <p><b>2. Ensure that copyright protection is effective when using original works</b></p> <p>2.1 Identify material within the organisation that may attract copyright</p> <p>2.2 Identify and review organisation policies and procedures to ensure that own and others’ original works are protected against direct or indirect infringement of copyright</p> <p>2.3 Implement policies and procedures to protect the organisation’s copyright, recognising exceptions that allow the legitimate use of own copyright material by others</p> <p>2.4 Provide advice to relevant personnel about the legal and economic implications of copyright infringement</p> <p>2.5 Evaluate and make recommendations for the commercialisation potential of copyright material</p> <p>2.6 Research issues that need to be considered when licensing or selling copyright rights, including the use of copyright collection societies</p> <p><b>3. Monitor policies and procedures for use of own copyright materials by other parties</b></p> <p>3.1 Monitor policies and procedures to ensure that the organisation’s copyright is respected locally and internationally</p> <p>3.2 Create and maintain documentation in relation to copyright agreements where established</p> <p>3.3 Implement procedures to limit/deter infringement of organisation’s copyright and/or encourage the proper use of copyright</p> <p>3.4 Make recommendations to appropriate personnel when real/potential infringements of copyright may require further action</p> <p><b>4. Monitor policies and procedures for legitimate use of others’ copyright materials</b></p> <p>4.1 Research when permission is needed to use copyright material belonging to others</p> <p>4.2 Advise appropriate personnel about restrictions on and licensing requirements for the use of others’ copyright material, and implement training if required</p> <p>4.3 Advise appropriate personnel of legislative exceptions that allow use of copyright material without permission</p> <p>4.4 Monitor policies and procedures covering organisational use of others’ copyright material to ensure it is to the benefit of the organisation</p> <p>4.5 Monitor organisational use of others’ copyright material to reduce the risk of infringement</p> <p>4.6 Take action to minimise damage if infringement of others’ copyright material occurs</p>
<div>BSBLDR403</div> <div>Lead team effectiveness</div> <div>CORE</div> <div>Nominal hours = 50</div>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required skills, knowledge and outcomes to plan and supervise the performance of a team and develop team cohesion, including:</p> <ul style="list-style-type: none"><li>• Create plans to achieve required team outcomes</li><li>• Lead the team to identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members</li><li>• Include others in the process of incorporating innovation and productivity measures in work plans</li><li>• Lead the team to develop cohesion, including providing opportunities for input into planning, decision making and operational aspects, provide adequate feedback, address issues and model expected behaviours.</li><li>• Actively encourage others to participate in team activities</li><li>• Identify and resolve problems that impeded the team’s performance</li><li>• Liaise with management, through maintaining open communication channels, communicating unresolved issues, concerns or problems, ensuring follow up action is taken.</li></ul>	<p><b>1 Plan to achieve team outcomes</b></p> <p>1.1 Lead the team to identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members</p> <p>1.2 Engage team members to incorporate innovation and productivity measures in work plans</p> <p>1.3 Lead and support team members in meeting expected outcomes</p> <p><b>2 Lead team to develop cohesion</b></p> <p>2.1 Provide opportunities for input of team members into planning, decision making and operational aspects of work team</p> <p>2.2 Encourage and support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities</p> <p>2.3 Provide feedback to team members to encourage, value and reward individual and team efforts and contributions</p> <p>2.4 Recognise and address issues, concerns and problems identified by team members or refer to relevant persons as required</p> <p>2.5 Model expected behaviours and approaches</p> <p><b>3 Participate in and facilitate work team</b></p> <p>3.1 Actively encourage team members to participate in and take responsibility for team activities and communication processes</p> <p>3.2 Give the team support to identify and resolve problems which impede its performance</p> <p>3.3 Ensure own contribution to work team serves as a role model for others and enhances the organisation's image within the work team, the organisation and with clients/customers</p> <p><b>4 Liaise with management</b></p> <p>4.1 Maintain open communication with line manager/management at all times</p> <p>4.2 Communicate information from line manager/management to the team</p> <p>4.3 Communicate unresolved issues, concerns and problems raised by the team/team members to line manager/management and ensure</p>

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		follow-up action is taken 4.4 Communicate unresolved issues, concerns and problems related to the team/team members raised by line managers/management to the team and ensure follow-up to action is taken
<p><b>BSBLIB404</b></p> <p>Use integrated library management systems</p> <p><b>ELECTIVE</b></p> <p>Nominal hours = 30</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the skills and knowledge required to apply a basic understanding of the interrelated functions of integrated library management systems (ILMS) to use online catalogues, process loan transactions, and provide circulation and lending services to meet customer needs.</p> <ul style="list-style-type: none"><li>• Develop an understanding of ILMS</li><li>• Understand the basic functions of an ILMS</li><li>• Create orders and interlibrary loan requests through relevant modules</li><li>• Providing loans information to customers</li><li>• Issue and return items through the circulation module</li><li>• Understand safe work practices</li><li>• Provide customer service to clients</li><li>• Processing financial transactions</li><li>• Use online catalogues to assist customers</li><li>• Classification numbers, symbols and prefixes</li><li>• Industry trends and emerging technologies</li><li>• Understand software and hardware add-ons and upgrades in the library environment</li></ul>	<p><b>1 Create records in the ILMS</b></p> <p>1.1 Develop an understanding of basic functions of an ILMS, including interrelation of different modules</p> <p>1.2 Register new borrowers on the automated circulation system according to organisational and system guidelines</p> <p>1.3 Process an acquisition by creating a record in the acquisition module</p> <p>1.4 Generate an interlibrary loan request by creating a request through the ILMS</p> <p><b>2 Provide customer support in relation to circulation and lending</b></p> <p>2.1 Provide current and accurate information to customers in relation to circulation and lending policies/procedures, including self-service systems</p> <p>2.2 Process loan and return transactions according to organisational policies and procedures, including security procedures</p> <p>2.3 Follow safe work practices when performing circulation and lending services</p> <p>2.4 Manage competing demands for services according to customer service standards</p> <p>2.5 Resolve customer enquiries and complaints within scope of own job role</p> <p>2.6 Refer complex customer queries and complaints to relevant personnel</p> <p>2.7 Provide information on range of services which may incur costs, including pre-paid services</p> <p>2.8 Process financial transactions</p> <p><b>3 Use online catalogues to assist customers</b></p> <p>3.1 Use basic search features of online catalogues to provide current and accurate information to customers</p> <p>3.2 Use online catalogues to assist customers in locating information resources in library collections</p> <p>3.3 Explain classification numbers and shelving location symbols or prefixes displayed on online catalogues to customers</p> <p><b>4 Maintain knowledge of ILMS trends and emerging technologies</b></p> <p>4.1 Source information about current industry trends and emerging technologies in relation to ILMS</p> <p>4.2 Provide information to colleagues in relation to add-on library automation software and hardware</p>
<p><b>BSBLIB201</b></p> <p>Assist with circulation services</p> <p><b>ELECTIVE</b></p> <p>Nominal hours = 15</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required skills and knowledge to process loan transactions and respond to circulation/lending enquiries from customers, including:</p> <ul style="list-style-type: none"><li>• Provide current and accurate information to customers, through effective navigation and use of your library’s circulation system</li><li>• Assisting and responding to customers with basic enquiries</li><li>• Understanding manual and automated circulation systems</li><li>• Automation of lending services tasks to reduce occupational hazards</li><li>• Keeping up to date with current and future technologies</li><li>• Processing loan and return transactions</li><li>• Registering new borrowers and members</li><li>• Lending services policies and procedures</li><li>• Maintaining customer service standards</li><li>• Circulation and lending services transactions</li><li>• Reserved items and library fees and charges</li><li>• Inter-library loans</li><li>• Dealing with competing demands for service</li><li>• Conducting financial transactions and balancing income with receipts</li><li>• Processing credit card and EFTPOS transactions</li><li>• Reporting financial errors</li></ul>	<p><b>1 Provide information to customers</b></p> <p>1.1 Provide current and accurate information to customers, using circulation and lending systems and procedures</p> <p>1.2 Assist customers with basic enquiries</p> <p>1.3 Develop own expertise in relation to information and use of self-service systems in libraries</p> <p>1.4 Respond to customer enquiries promptly or refer to appropriate persons</p> <p><b>2 Process loan transactions</b></p> <p>2.1 Check and process customer registration details according to organisational procedures</p> <p>2.2 Complete transactions according to circulation services policies and procedures and customer service standards</p> <p>2.3 Deal with competing demands for service tactfully and helpfully</p> <p>2.4 Complete checking and processing of material according to organisational requirements</p> <p><b>3 Process financial transactions</b></p> <p>3.1 Conduct financial transactions according to organisational procedures</p> <p>3.2 Balance income to receipts</p> <p>3.3 Note irregularities and take appropriate action promptly</p>

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<div>BSBWHS401</div> <div>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</div> <div>CORE</div> <div>Nominal hours = 50</div>	<div><i>Unit overview</i></div> <div>This unit will provide students with the required skills and knowledge to implement and monitor an organisation’s work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements, including:</div> <div><ul style="list-style-type: none"><li>• Provide information to the work team about WHS policies and procedures, and have a clear understanding of relevant provisions of WHS Acts, Regulations, and Codes of Practice.</li><li>• Provide clear information about identified hazards and the outcomes of risk assessments and controls</li><li>• Implement and monitor participation arrangements for managing WHS, including communicating with and consulting with workplace parties, deal with issues raised through consultation, and maintain appropriate records.</li><li>• Implement and monitor organisational procedures for providing WHS training, including providing workplace learning opportunities, coaching and mentoring assistance</li><li>• Identify and report to management the costs associated with providing training.</li><li>• Identify and report on hazards in the workplace and any inadequacies in existing risk controls, and use the hierarchy of control.</li><li>• Implement and monitor organisational procedures for maintaining WHS records for the team, including the use and management of information and data.</li></ul></div>	<div><b>1. Provide information to the work team about WHS policies and procedures</b> 1.1 Accurately explain to the work team relevant provisions of WHS Acts, regulations and codes of practice 1.2 Provide information about the organisation’s WHS policies, procedures and programs, and ensure it is readily accessible to, and understandable by the work team 1.3 Regularly provide and clearly explain to the work team information about identified hazards and the outcomes of risk assessment and control</div> <div><b>2. Implement and monitor participation arrangements for managing WHS</b> 2.1 Communicate to workplace parties the importance of effective consultation mechanisms in managing health and safety risks in the workplace 2.2 Apply consultation procedures to facilitate participation of the work team in managing work area hazards 2.3 Promptly deal with issues raised through consultation, according to organisational consultation procedures and WHS legislative and regulatory requirements 2.4 Promptly record and communicate to the work team the outcomes of consultation over WHS issues</div> <div><b>3. Implement and monitor organisational procedures for providing WHS training</b> 3.1 Identify WHS training needs according to organisational requirements and WHS legislative and regulatory requirements 3.2 Make arrangements to meet WHS training needs of team members in consultation with relevant individuals 3.3 Provide workplace learning opportunities and coaching and mentoring assistance to facilitate team and individual achievement of identified WHS training needs 3.4 Identify and report to management the costs associated with providing training for work team, for inclusion in financial and management plans</div> <div><b>4. Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks</b> 4.1 Identify and report on hazards in work area according to WHS policies and procedures and WHS legislative and regulatory requirements 4.2 Promptly action team member hazard reports according to organisational procedures and WHS legislative and regulatory requirements 4.3 Implement procedures to control risks using the hierarchy of control, according to organisational and WHS legislative requirements 4.4 Identify and report inadequacies in existing risk controls according to hierarchy of control and WHS legislative requirements 4.5 Monitor outcomes of reports on inadequacies, where appropriate, to ensure a prompt organisational response</div> <div><b>5. Implement and monitor organisational procedures for maintaining WHS records for the team</b> 5.1 Accurately complete and maintain WHS records of incidents of occupational injury and disease in work area, according to WHS policies, procedures and legislative requirements 5.2 Use aggregate information and data from work area records to identify hazards and monitor risk control procedures in work area</div>
<div>BSBLIB403</div> <div>Complete a range of cataloguing activities</div> <div>ELECTIVE</div> <div>Nominal hours = 100</div>	<div><i>Unit overview</i></div> <div>This unit will provide students with the required skills and knowledge to design systems and structures related to copy and original descriptive cataloguing; to search, retrieve and edit material from existing records and to undertake general catalogue maintenance, including:</div> <div><ul style="list-style-type: none"><li>• Use current industry cataloguing systems and technology skills</li><li>• Use problem solving skills to review and respond to database maintenance issues</li><li>• Use literacy skills to interpret and construct bibliographic entries</li><li>• Use numeracy skills to work with numerical features of cataloguing systems</li><li>• Understand cataloguing standards and systems used in Australian libraries e.g. RDA, MARC21/Metadata, DDC, LCSH and SCIS</li><li>• Understand own organisation’s cataloguing system/s, and use of national network and computer system, including command languages and procedures</li><li>• Edit copy cataloguing records in line with own organisation’s policies and procedures</li><li>• Understand principles of bibliographic description and access</li></ul></div>	<div><b>1 Construct bibliographic descriptions</b> 1.1 Apply relevant national and international standards and accepted variations when cataloguing material 1.2 Create original catalogue records for a variety of formats and check authority files following relevant standards 1.3 Ensure created records include sufficient and relevant access points for ease of retrieval by catalogue users 1.4 Construct descriptions to suit customer needs according to automated system and organisational procedures 1.5 Create item of records and statement of holdings</div> <div><b>2 Locate, retrieve and transfer bibliographic information and records</b> 2.1 Search own cataloguing database to determine availability of existing bibliographic records for same or similar items 2.2 Search external catalogues or databases to create copy catalogue records from suitable bibliographic records 2.3 Download and upload bibliographic records to local system in line with organisational techniques and procedures</div> <div><b>3 Edit bibliographic records</b> 3.1 Check downloaded bibliographic records for accuracy and compliance with local cataloguing procedures 3.2 Edit downloaded records as necessary according to system and organisational procedures 3.3 Add item to records and holdings statements</div>

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	<ul style="list-style-type: none"><li>• Prepare basic descriptive cataloguing records</li><li>• Resolve typical cataloguing problems</li><li>• Follow procedures for maintaining cataloguing records</li><li>• Understand copyright, moral rights and intellectual property issues and legislation that impact on cataloguing</li></ul>	<b>4 Provide cataloguing support</b> 4.1 Undertake appropriate catalogue maintenance to preserve integrity of local database 4.2 Apply national systems and standards to facilitate database searching and future cataloguing 4.3 Use data from shelf lists and relevant statistics captured by automated systems to inform cataloguing decisions 4.4 Advise relevant personnel on the need for new authority records as necessary and according to organisational guidelines 4.5 Consult with relevant personnel regarding cataloguing issues or problems and take appropriate action
<b>BSBEBU401</b>  <b>Review and maintain a website</b>  <b>ELECTIVE</b>  <b>Nominal hours = 50</b>	<i>Unit overview</i> This unit describes the skills and knowledge required to undertake data analysis, review website content, and update and maintain a website.  It applies to individuals who have knowledge of the relationship between a website and the core functions of an organisation. They also have working knowledge and skills to perform basic updates to website content. They may provide administrative support within an organisation or be other individuals who have been delegated this responsibility.	<b>1. Review website content and use</b> 1.1 Monitor and analyse customer and user feedback in accordance with organisational timelines 1.2 Analyse automatically collected website data and identify trends 1.3 Make recommendations on changes to website and its content in response to feedback and data analysis, and approve changes scheduled for implementation 1.4 Review cost implications of the recommended changes to determine their viability  <b>2. Update website</b> 2.1 Replace superseded and inaccurate information with current information and add additional material in accordance with organisational requirements 2.2 Follow protocols for ensuring the accuracy and authenticity of information 2.3 Remove services no longer available or required and add new ones in accordance with organisational requirements 2.4 Check offline information against that posted on the website and rectify any discrepancies in accordance with organisational timelines 2.5 Follow security procedures for updating the website  <b>3. Carry out non-technical site maintenance</b> 3.1 Analyse user feedback to confirm website faults are not user issues 3.2 Rectify faults and make improvements to website in response to user feedback approved by the organisation 3.3 Add new web pages and/or active links and remove redundant pages and links in accordance with organisational requirements 3.4 Make website changes in response to changes in marketing strategy, in accordance with organisational requirements and consideration of cost benefits
<b>BSBLIB503</b>  <b>Develop and promote activities, events and public programs</b>  <b>ELECTIVE</b>  <b>Nominal hours = 60</b>	<i>Unit overview</i> This unit will provide students with the required skills and knowledge to plan, develop and promote activities, events and public programs for different customer groups within a library environment, including: <ul style="list-style-type: none"><li>• Establishing the scope of the activities, events or public programs to meet identified needs and priorities</li><li>• Research community and customer needs</li><li>• Engage and consult with stakeholders in establishing educational, interpretive and commercial objectives</li><li>• Develop and document concepts, whilst integrating cultural and environmental protocols</li><li>• Prepare and present proposals for approval</li><li>• Obtaining resources required to complete the activity, event or program</li><li>• Project manage the process, including managing timeframes, stakeholders, confirming facilities and undertaking risk audits</li><li>• Organise publicity, including assessing promotional materials, contribution to development of marketing and PR strategies within resource constraints, and ensure appropriate material which contains valid and reliable information.</li><li>• Evaluate the program, including collecting feedback from customers and colleagues, modification for future delivery, and ensuring continuous improvement</li></ul>	<b>1 Establish scope of public programs</b> 1.1 Identify activities, events or public programs that meet current or future organisational priorities and policies 1.2 Evaluate external influences that may impact development of programs 1.3 Research customer needs, current development initiatives and wider community needs 1.4 Establish educational, interpretive and commercial objectives in consultation with appropriate stakeholders  <b>2 Develop concepts for public programs</b> 2.1 Develop and document concepts for storylines, interpretive messages and themes 2.2 Integrate cultural and environmental protocols into concept development 2.3 Identify and use specialists as required 2.4 Prepare and present proposals for approval consistent with organisational procedures  <b>3 Prepare to stage activities, events and public programs</b> 3.1 Obtain resources required to complete activity, event or public program 3.2 Agree on preparation timeframes with relevant parties, and take steps to coordinate with other activities 3.3 Confirm facilities are capable of delivering activities to the specified range of users, and provide a suitable and safe environment 3.4 Ensure suitable resources are available to operate the required facilities 3.5 Undertake risk audits and take appropriate action according to organisational procedures  <b>4 Organise publicity</b> 4.1 Assess suitability of existing promotional materials for activities, events and public programs and audience 4.2 Contribute to development of strategies that target audiences within resource and time constraints 4.3 Ensure material contains valid and reliable information and appropriate interpretations

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		<b>5 Evaluate programs</b> 5.1 Obtain and provide formal and informal feedback from, and to, customers and colleagues 5.2 Modify activities according to feedback received and use feedback to inform future development 5.3 Establish and implement ongoing review mechanisms to ensure continuous improvement of programs
<b>BSBLIB303</b>  <b>Provide multimedia support</b>  <b>C O R E</b>  <b>Nominal hours = 30</b>	<i>Unit overview</i> This unit will provide students with the required skills and knowledge to use a range of multimedia equipment and programs at a non-specialist level, including: <ul style="list-style-type: none"> <li>Selecting appropriate multimedia equipment for specific purposes</li> <li>Understand the basic functions of various multimedia equipment</li> <li>Workplace health and safety issues relating to the use of electrical equipment</li> <li>Use general features and functions of multimedia equipment</li> <li>Tips for setting up multimedia</li> <li>Assisting customers to use multimedia equipment and programs</li> <li>Identify and fix minor operational issues</li> <li>Routine maintenance</li> <li>Situations where specialist help is required</li> <li>Gathering information and reporting on the use of multimedia equipment and programs</li> <li>Review and evaluate use of multimedia in relation to its intended use</li> <li>Make recommendations based on review</li> </ul>	<b>1 Use multimedia equipment and programs</b> 1.1 Select appropriate multimedia equipment and programs for a given purpose 1.2 Identify work health and safety (WHS) issues associated with multimedia and take appropriate action to prevent injury or accident 1.3 Set up and operate multimedia equipment and programs according to organisational procedures 1.4 Use general features and functions of multimedia equipment 1.5 Assist customers and colleagues to use multimedia equipment and programs safely and according to organisational procedures  <b>2 Maintain multimedia equipment and programs</b> 2.1 Identify and correct minor operational faults according to organisational procedures 2.2 Implement routine preventive maintenance, including making arrangement for repairs 2.3 Identify situations where specialist assistance is required and take appropriate action  <b>3 Report on use of multimedia equipment and programs</b> 3.1 Gather information from colleagues and customers on problems with use of current multimedia equipment and programs 3.2 Source and assess information on available multimedia equipment and programs, products and services based on feedback and intended use 3.3 Make recommendations for purchase of new or replacement items where appropriate
<b>BSBLIB405</b>  <b>Assist customers to access information</b>  <b>E L E C T I V E</b>  <b>Nominal hours = 40</b>	<i>Unit overview</i> This unit will provide students with the required skills and knowledge to help library customers obtain information they need, which can be found in readily accessible sources, including: <ul style="list-style-type: none"> <li>Identify customer needs and respond appropriately</li> <li>Clarify customer information requirements</li> <li>Customer contact and effective communication</li> <li>Compiling search terms and keywords</li> <li>Reference interviews</li> <li>Paraphrasing and questioning</li> <li>Using industry-current information sources and equipment</li> <li>Encouraging information literacy skills</li> <li>Assistive technology</li> <li>Informing customers about constraints regarding access to information or equipment</li> <li>Source and provide information in the appropriate formats required</li> </ul>	<b>1 Clarify customer information requirements</b> 1.1 Use communication techniques appropriate to the form of customer contact to identify exact nature of information request 1.2 Confirm purpose of information request and any special requirements 1.3 Compile basic search terms, including list of keywords and phrases appropriate to topics  <b>2 Follow search strategies</b> 2.1 Construct and follow appropriate search strategies to locate information using industry-current information sources and equipment 2.2 Assist customers to develop own information-seeking skills and become independent learners 2.3 Demonstrate use of industry-current information sources and equipment using language, and at a level and pace, appropriate to customers 2.4 Advise customers on other access arrangements, including interlibrary loans and document delivery and supply services 2.5 Inform customers of constraints regarding access to information or use of reference tools and equipment  <b>3 Source and provide information</b> 3.1 Source information from readily accessed sources in response to customer requests 3.2 Provide information in appropriate format, and confirm with customers that their information need has been met 3.3 Take appropriate action to resolve remaining issues or refer customers to other personnel as required
<b>BSBLIB402</b>  <b>Consolidate and maintain industry knowledge</b>  <b>C O R E</b>	<i>Unit overview</i> This unit will provide students with the required skills and knowledge to develop and apply knowledge of library and information services and maintain its currency, including: <ul style="list-style-type: none"> <li>Develop networking and other strategies for keeping up-to-date with the latest developments in the industry</li> <li>Application of industry knowledge to enhance work activities and outcomes</li> <li>Identify relevant professional bodies and associations, and their roles and</li> </ul>	<b>1 Undertake industry research</b> 1.1 Use sources of information to research industry developments and their impact on current work practices 1.2 Collect information on the role and significance of information or cultural industries to local communities 1.3 Identify similarities and differences between industry organisations 1.4 Consolidate understanding of the roles of relevant peak professional associations and industry bodies  <b>2 Source and apply information about trends</b> 2.1 Source and monitor information about key issues and trends and investigate their impact on the industry 2.2 Research current and emerging technologies and their potential application in the workplace

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Nominal hours = 60	<div>functions</div> <ul style="list-style-type: none"><li>• Key library issues and trends</li><li>• Maintaining industry currency</li><li>• 10 day vocational placement in a school or public library</li></ul>	<div>2.3 Source and monitor information about career opportunities and employment conditions</div> <div>2.4 Organise and store collected information in an easily accessible format</div> <div>2.5 Discuss and share information about key issues and trends, and emerging technologies with colleagues</div> <div><b>3 Research industry structures and operations</b></div> <div>3.1 Source information about different industry structures and operations</div> <div>3.2 Analyse underpinning philosophies and funding models of different industry sectors and link to service provision</div> <div>3.3 Identify and source information about legislation that affects relevant industry sectors</div> <div>3.4 Review information on professional ethics and codes of practice for relevant industry sectors</div>