

BSB52115: Diploma Library and Information Services – Course Outline

UNIT	TAFE SA (LIBRARY STUDIES) UNIT OVERVIEW	WWW.TRAINING.GOV.AU UNIT OF COMPETENCY DETAILS
<div>BSBLIB503</div> <div>Develop and promote activities, events and public programs</div> <div>CORE</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 plan, develop and promote activities, events and public programs for different customer groups within a library environment, including:</div> <div><ul style="list-style-type: none">Establishing the scope of the activities, events or public programs to meet identified needs and prioritiesResearch community and customer needsEngage and consult with stakeholders in establishing educational, interpretive and commercial objectivesDevelop and document concepts, whilst integrating cultural and environmental protocolsPrepare and present proposals for approvalObtaining resources required to complete the activity, event or programProject manage the process, including managing timeframes, stakeholders, confirming facilities and undertaking risk auditsOrganise 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.Evaluate the program, including collecting feedback from customers and colleagues, modification for future delivery, and ensuring continuous improvement</div>	<div>1 Establish scope of public programs</div> <div>1.1 Identify activities, events or public programs that meet current or future organisational priorities and policies</div> <div>1.2 Evaluate external influences that may impact development of programs</div> <div>1.3 Research customer needs, current development initiatives and wider community needs</div> <div>1.4 Establish educational, interpretive and commercial objectives in consultation with appropriate stakeholders</div> <div>2 Develop concepts for public programs</div> <div>2.1 Develop and document concepts for storylines, interpretive messages and themes</div> <div>2.2 Integrate cultural and environmental protocols into concept development</div> <div>2.3 Identify and use specialists as required</div> <div>2.4 Prepare and present proposals for approval consistent with organisational procedures</div> <div>3 Prepare to stage activities, events and public programs</div> <div>3.1 Obtain resources required to complete activity, event or public program</div> <div>3.2 Agree on preparation timeframes with relevant parties, and take steps to coordinate with other activities</div> <div>3.3 Confirm facilities are capable of delivering activities to the specified range of users, and provide a suitable and safe environment</div> <div>3.4 Ensure suitable resources are available to operate the required facilities</div> <div>3.5 Undertake risk audits and take appropriate action according to organisational procedures</div> <div>4 Organise publicity</div> <div>4.1 Assess suitability of existing promotional materials for activities, events and public programs and audience</div> <div>4.2 Contribute to development of strategies that target audiences within resource and time constraints</div> <div>4.3 Ensure material contains valid and reliable information and appropriate interpretations</div> <div>5 Evaluate programs</div> <div>5.1 Obtain and provide formal and informal feedback from, and to, customers and colleagues</div> <div>5.2 Modify activities according to feedback received and use feedback to inform future development</div> <div>5.3 Establish and implement ongoing review mechanisms to ensure continuous improvement of programs</div>
<div>BSBLDR403</div> <div>Lead team effectiveness</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, knowledge and outcomes to plan and supervise the performance of a team and develop team cohesion, including:</div> <div><ul style="list-style-type: none">Create plans to achieve required team outcomesLead the team to identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team membersInclude others in the process of incorporating innovation and productivity measures in work plansLead 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.Actively encourage others to participate in team activitiesIdentify and resolve problems that impeded the team’s performanceLiaise with management, through maintaining open communication channels, communicating unresolved issues, concerns or problems, ensuring follow up action is taken.</div>	<div>1 Plan to achieve team outcomes</div> <div>1.1 Lead the team to identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members</div> <div>1.2 Engage team members to incorporate innovation and productivity measures in work plans</div> <div>1.3 Lead and support team members in meeting expected outcomes</div> <div>2 Lead team to develop cohesion</div> <div>2.1 Provide opportunities for input of team members into planning, decision making and operational aspects of work team</div> <div>2.2 Encourage and support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities</div> <div>2.3 Provide feedback to team members to encourage, value and reward individual and team efforts and contributions</div> <div>2.4 Recognise and address issues, concerns and problems identified by team members or refer to relevant persons as required</div> <div>2.5 Model expected behaviours and approaches</div> <div>3 Participate in and facilitate work team</div> <div>3.1 Actively encourage team members to participate in and take responsibility for team activities and communication processes</div> <div>3.2 Give the team support to identify and resolve problems which impede its performance</div> <div>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</div> <div>4 Liaise with management</div> <div>4.1 Maintain open communication with line manager/management at all times</div>

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		4.2 Communicate information from line manager/management to the team 4.3 Communicate unresolved issues, concerns and problems raised by the team/team members to line manager/management and ensure 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>ICTSAS410</p> <p>Identify and resolve client IT problems</p> <p>CORE</p> <p>Nominal hours = 40</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required skills and knowledge to record and prioritise client support activities, determine the required resources, solve client information and communications technology (ICT) problems or escalate as necessary, including:</p> <ul style="list-style-type: none">• Determine customer problems using appropriate techniques, and action and record appropriately as per organisational requirements• Prioritising customer problems, including undertaking an impact analysis of the problem to determine severity and risks• Referring problems where required, including to third parties, or escalate internally if necessary• Carrying out maintenance where required, in line with organisational guidelines• Preparation of appropriate reports, including maintenance reports.• Obtaining feedback from the client to ensure that requirements have been met.• The safe and effective use of hardware and software products• Key functions and basic features of an operating system• Principles relating to equal employment opportunity (EEO) and anti-discrimination• Workplace security and network guidelines and procedures.	<p>1 Determine client problems</p> <p>1.1 Determine client problem by using questioning or other techniques 1.2 Document responses of client for follow-up action 1.3 Examine logged requests to determine specific requirements 1.4 Take action where required to gain further information 1.5 Refer to a database of known problems to identify possible resolution options</p> <p>2 Prioritise client problems</p> <p>2.1 Determine scale of the problem based on information gathered 2.2 Establish and record relevant constraints 2.3 Undertake an impact analysis of the problem to determine severity and risks 2.4 Prioritise problem according to organisation's escalation procedures 2.5 Provide advice and support to the client from database of known problems, where appropriate</p> <p>3 Refer problems where required</p> <p>3.1 Investigate and apply appropriate process to follow when referring problems to third parties 3.2 Provide third party with client and problem details as required 3.3 Document advice and support provided by third party according to organisational guidelines, where appropriate</p> <p>4 Carry out maintenance</p> <p>4.1 Obtain appropriate components for resolution in line with organisational guidelines 4.2 Complete maintenance in line with organisational guidelines 4.3 Store or dispose of used components following organisational environmental guidelines</p> <p>5 Prepare maintenance report</p> <p>5.1 Prepare a maintenance report, including information about problems and resolution action 5.2 Forward maintenance report to client for feedback</p> <p>6 Confirm problem resolution</p> <p>6.1 Obtain feedback from client to ensure requirements have been met 6.2 Forward client feedback to appropriate person for sign-off and record in known problems database as appropriate</p>
<p>BSBLIB406</p> <p>Obtain information from external and networked sources.</p> <p>ELECTIVE</p> <p>Nominal hours = 20</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required skills and knowledge to establish the information needs of customers, and then search external and networked sources to meet those needs, including:</p> <ul style="list-style-type: none">• Determine specific customer information needs• Clarify details of required information resources• Determining availability, and sourcing and supplying documents• Search external and networked sources to locating difficult or obscure material• Interlibrary loan requests• Delivering resources and identifying delivery requirements• Copyright considerations• Attendance at a Libraries Australia Document Delivery workshop	<p>1 Determine customer information needs</p> <p>1.1 Determine and confirm exact nature of information needs with customer 1.2 Discuss options for satisfying requests with customer, taking into account any specific requirements 1.3 Where appropriate, keep customer informed of delivery progress 1.4 Recommend alternative options to fulfil customer information needs as required</p> <p>2 Clarify details of required information resources</p> <p>2.1 Verify bibliographic and other relevant details sufficient to locate required information resources 2.2 Check availability of required information from external or networked sources</p> <p>3 Search external and networked sources</p> <p>3.1 Complete information search based on knowledge of appropriate external and networked sources 3.2 Check availability of information resources from external and networked sources by searching their library catalogues for items already held, and electronic databases</p>

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		<p>3.3 Verify knowledge of reciprocal interlibrary lending networks and document delivery systems and services to source required information</p> <p>3.4 Seek assistance from colleagues to locate unusual or difficult to locate information</p> <p>4 Obtain and return information</p> <p>4.1 Complete and despatch requests to external sources using organisational standards, systems and procedures</p> <p>4.2 Monitor requests to external sources and follow-up as required</p> <p>4.3 Check condition of information resources received from external sources and confirm they meet customer needs</p> <p>4.4 Monitor receipt of electronic documents and present to customers using approved delivery methods</p> <p>4.5 Ensure compliance with copyright legislation in relation to supply of photocopied or electronic documents</p> <p>4.6 Take action to recall material, where required, and return to provider in the required condition</p> <p>4.7 Inform provider of difficulties in relation to return of material and take action</p>
<p>BSBLIB405</p> <p>Assist customers to access information</p> <p>ELECTIVE</p> <p>Nominal hours = 40</p>	<p><i>Unit overview</i></p> <p>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:</p> <ul style="list-style-type: none">Identify customer needs and respond appropriatelyClarify customer information requirementsCustomer contact and effective communicationCompiling search terms and keywordsReference interviewsParaphrasing and questioningUsing industry-current information sources and equipmentEncouraging information literacy skillsAssistive technologyInforming customers about constraints regarding access to information or equipmentSource and provide information in the appropriate formats required	<p>1 Clarify customer information requirements</p> <p>1.1 Use communication techniques appropriate to the form of customer contact to identify exact nature of information request</p> <p>1.2 Confirm purpose of information request and any special requirements</p> <p>1.3 Compile basic search terms, including list of keywords and phrases appropriate to topics</p> <p>2 Follow search strategies</p> <p>2.1 Construct and follow appropriate search strategies to locate information using industry-current information sources and equipment</p> <p>2.2 Assist customers to develop own information-seeking skills and become independent learners</p> <p>2.3 Demonstrate use of industry-current information sources and equipment using language, and at a level and pace, appropriate to customers</p> <p>2.4 Advise customers on other access arrangements, including interlibrary loans and document delivery and supply services</p> <p>2.5 Inform customers of constraints regarding access to information or use of reference tools and equipment</p> <p>3 Source and provide information</p> <p>3.1 Source information from readily accessed sources in response to customer requests</p> <p>3.2 Provide information in appropriate format, and confirm with customers that their information need has been met</p> <p>3.3 Take appropriate action to resolve remaining issues or refer customers to other personnel as required</p>
<p>BSBIPR401</p> <p>Use and respect copyright</p> <p>ELECTIVE</p> <p>Nominal hours = 50</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">The nature of patents, trademarks and design protection in AustraliaCopyright protection for original works and subject matter other than worksThe elements required to obtain copyright protectionDetermining the owner of copyright worksCreative commons & Open Education ResourcesFair dealing in copyright & librariesCopyright infringementCommercialising & assigning copyright & work by employeesCopyright & the digital environment	<p>1. Identify extent of copyright protection for original works</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> <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>2. Ensure that copyright protection is effective when using original works</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>3. Monitor policies and procedures for use of own copyright materials by other parties</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>

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		<p>3.3 Implement procedures to limit/deter infringement of organisation’s copyright and/or encourage the proper use thes copyright</p> <p>3.4 Make recommendations to appropriate personnel when real/potential infringements of copyright may require further action</p> <p>4. Monitor policies and procedures for legitimate use of others’ copyright materials</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>
<p>BSBLIB513</p> <p>Monitor compliance with copyright and license requirements</p> <p>CORE</p> <p>Nominal hours = 20</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required knowledge and skills to monitor compliance with copyright and licence requirements for collections held by Australian school, public and special libraries, including:</p> <ul style="list-style-type: none">• Understand the exclusive rights an owner has over their works, and the basic premise of copyright• Identify organisations that can provide support and information about current copyright requirements• Understand copyright in the context of Library and Information services, including duration of copyright, lending items, fair use provisions for research or study, education institutions, notices on photocopiers and other copying/digital equipment, exceptions to copyright, fair dealing, creative commons (CC) licenses, statutory licenses, selling copyright material etc.• Open source Copyright Licences• Identifying organisational procedures that are subject to copyright, such as maintenance of materials, donations, acquisitions and cataloguing etc.• Identify and review organisational Copyright Compliance Policy statements, documents and procedures• Legislation, contract law, freedom on information, privacy and tax implications relating to copyright• Implications of Copyright infringements – both direct and indirect.• Monitor licences for digital rights management• Reproduction in digital form and digital preservation• Declarations associated with production/delivery of copyright material• Identify and assess risks associated with private sponsorship and donations• Handling culturally sensitive material, in the context of copyright and licensing risks	<p>1 Ensure compliance with copyright legislation</p> <p>1.1 Research information sources to keep abreast of information about copyright relevant to libraries and cultural institutions</p> <p>1.2 Review organisational procedures to ensure consistency with copyright obligations and organisational policy</p> <p>1.3 Identify gaps in procedures to be addressed, and take action accordingly</p> <p>1.4 Seek specialist advice as required</p> <p>1.5 Advise relevant personnel about legal and economic implications of copyright infringement and other legislative obligations</p> <p>2 Monitor licences for digital rights management</p> <p>2.1 Identify materials within organisations that require licences</p> <p>2.2 Research organisational protocols regarding licences and implications for digital rights management</p> <p>2.3 Source information regarding licence agreements between own organisation and vendors of electronic resources</p> <p>2.4 Explain to customers responsibilities in relation to licence and digital rights management</p> <p>3 Assess risks associated with private support by sponsors and donors</p> <p>3.1 Review organisational procedures for accepting donations and sponsorship and culturally sensitive material to ensure consistency with organisational policy</p> <p>3.2 Identify copyright and licence risks associated with these practices</p> <p>3.3 Provide advice about identified risks to relevant personnel</p>
<p>BSBLIB404</p> <p>Use integrated library management systems</p> <p>ELECTIVE</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">• Develop an understanding of ILMS• Understand the basic functions of an ILMS• Create orders and interlibrary loan requests through relevant modules• Providing loans information to customers• Issue and return items through the circulation module	<p>1 Create records in the ILMS</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>2 Provide customer support in relation to circulation and lending</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>

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	<ul style="list-style-type: none">• Understand safe work practices• Provide customer service to clients• Processing financial transactions• Use online catalogues to assist customers• Classification numbers, symbols and prefixes• Industry trends and emerging technologies• Understand software and hardware add-ons and upgrades in the library environment	<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>3 Use online catalogues to assist customers</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>4 Maintain knowledge of ILMS trends and emerging technologies</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>BSBLIB510</p> <p>Use and monitor advanced functions of integrated library management systems</p> <p>ELECTIVE</p> <p>Nominal hours = 30</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required skills and knowledge to use and evaluate the functionality of integrated library management systems (ILMS) at an advanced level and to analyse the interrelated functions of an ILMS, as well as evaluate the systems and services, including:</p> <ul style="list-style-type: none">• Identify and understand the basic functions and interrelation of different modules of an ILMS, and evaluate functions in relation to customer and organisational needs• Understand advanced functions of online catalogues, including web interfaces and various applications• Utilise advanced search features to locate information resources for customers• Utilise advanced circulation system functionality to resolve complex issues surrounding borrower problems or complaints• Communicate information effectively with customers regarding online catalogues, circulation systems, and any services that may incur costs• Escalate complex issues or transactions to relevant and appropriate personnel• Utilise effectively automated acquisitions systems and procedures• Create automated cataloguing systems and procedures• Maintain currency of ILMS, including sourcing information about current industry trends, new systems, upgrades or add-ons	<p>1 Extend expertise in use of ILMS</p> <p>1.1 Maintain currency of knowledge of basic functions and interrelation of different modules of an integrated library management system</p> <p>1.2 Research enhanced functions of online catalogues, including web interfaces and applications</p> <p>1.3 Provide information to customers regarding online catalogue and circulation systems</p> <p>2 Use advanced features of ILMS to assist customers</p> <p>2.1 Use advanced search features of online catalogues to locate information resources for customers</p> <p>2.2 Use advanced circulation system functionality to resolve complex borrower problems and complaints</p> <p>2.3 Provide information to customers regarding range of services that may incur costs</p> <p>2.4 Process financial transactions and provide customers with information about pre-paid service transactions</p> <p>2.5 Refer complex customer transactions to relevant personnel</p> <p>3 Use advanced ILMS functions for collection management</p> <p>3.1 Order and receive library resources using automated acquisitions systems and procedures</p> <p>3.2 Create records using automated cataloguing systems and procedures</p> <p>3.3 Create reports and statistical data with different modules</p> <p>4 Evaluate functionality of ILMS</p> <p>4.1 Evaluate functions of an existing ILMS in relation to customer and organisational needs</p> <p>4.2 Source information on current industry trends in relation to ILMS, including potential new systems, upgrades or add-ons</p> <p>4.3 Consult with relevant personnel and make appropriate recommendations regarding improvements to ILMS</p>
<p>BSBLIB403</p> <p>Complete a range of cataloguing activities</p> <p>ELECTIVE</p> <p>Nominal hours = 100</p>	<p><i>Unit overview</i></p> <p>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:</p> <ul style="list-style-type: none">• Use current industry cataloguing systems and technology skills• Use problem solving skills to review and respond to database maintenance issues• Use literacy skills to interpret and construct bibliographic entries• Use numeracy skills to work with numerical features of cataloguing systems• Understand cataloguing standards and systems used in Australian libraries e.g. RDA, MARC21/Metadata, DDC, LCSH and SCIS• Understand own organisation’s cataloguing system/s, and use of national network and computer system, including command languages and procedures• Edit copy cataloguing records in line with own organisation’s policies and	<p>1 Construct bibliographic descriptions</p> <p>1.1 Apply relevant national and international standards and accepted variations when cataloguing material</p> <p>1.2 Create original catalogue records for a variety of formats and check authority files following relevant standards</p> <p>1.3 Ensure created records include sufficient and relevant access points for ease of retrieval by catalogue users</p> <p>1.4 Construct descriptions to suit customer needs according to automated system and organisational procedures</p> <p>1.5 Create item of records and statement of holdings</p> <p>2 Locate, retrieve and transfer bibliographic information and records</p> <p>2.1 Search own cataloguing database to determine availability of existing bibliographic records for same or similar items</p> <p>2.2 Search external catalogues or databases to create copy catalogue records from suitable bibliographic records</p> <p>2.3 Download and upload bibliographic records to local system in line with organisational techniques and procedures</p> <p>3 Edit bibliographic records</p> <p>3.1 Check downloaded bibliographic records for accuracy and compliance with local cataloguing procedures</p> <p>3.2 Edit downloaded records as necessary according to system and organisational procedures</p> <p>3.3 Add item to records and holdings statements</p>

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	<p>procedures</p> <ul style="list-style-type: none">• Understand principles of bibliographic description and access• Prepare basic descriptive cataloguing records• Resolve typical cataloguing problems• Follow procedures for maintaining cataloguing records• Understand copyright, moral rights and intellectual property issues and legislation that impact on cataloguing	<p>4 Provide cataloguing support</p> <p>4.1 Undertake appropriate catalogue maintenance to preserve integrity of local database</p> <p>4.2 Apply national systems and standards to facilitate database searching and future cataloguing</p> <p>4.3 Use data from shelf lists and relevant statistics captured by automated systems to inform cataloguing decisions</p> <p>4.4 Advise relevant personnel on the need for new authority records as necessary and according to organisational guidelines</p> <p>4.5 Consult with relevant personnel regarding cataloguing issues or problems and take appropriate action</p>
<p>BSBCUS501</p> <p>Manage quality customer service</p> <p>C O R E</p> <p>Nominal hours = 40</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required skills and knowledge to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation, including:</p> <ul style="list-style-type: none">• Identify what quality customer service is and looks like• Understand the difference between internal and external customers• Understand customer behaviour, and identify customer value• Investigate, identify, assess and deliver customer needs• Org. policies/procedures, customer service vision and mission statements• Relevant legislation, standards/codes of practice, including OHS legislation• Balancing customer service with business requirements• Customer service skills, attributes, communication skills required to deliver quality customer service• Handling and resolving customer complaints and misunderstandings• Monitoring customer service and managing team performance• Reviewing and improving customer service, including the use of techniques such as value chain analyses, and gathering feedback• Develop, procure and utilise resources appropriately	<p>1 Plan to meet internal and external customer requirements</p> <p>1.1 Investigate, identify, assess, and include the needs of customers in planning processes</p> <p>1.2 Ensure plans achieve the quality, time and cost specifications agreed with customers</p> <p>2 Ensure delivery of quality products and services</p> <p>2.1 Deliver products and services to customer specifications within organisation’s business plan</p> <p>2.2 Monitor team performance to consistently meet the organisation’s quality and delivery standards</p> <p>2.3 Help colleagues overcome difficulties in meeting customer service standards</p> <p>3 Monitor, adjust and review customer service</p> <p>3.1 Develop and use strategies to monitor progress in achieving product and/or service targets and standards</p> <p>3.2 Develop and use strategies to obtain customer feedback to improve the provision of products and services</p> <p>3.3 Develop, procure and use resources effectively to provide quality products and services to customers</p> <p>3.4 Make decisions to overcome problems and to adapt customer services, products and service delivery in consultation with appropriate individuals and groups</p> <p>3.5 Manage records, reports and recommendations within the organisation’s systems and processes</p>
<p>BSBLIB603</p> <p>Contribute to collection management</p> <p>E L E C T I V E</p> <p>Nominal hours = 50</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required skills and knowledge to assist with the selection, acquisition and evaluation of collections and resource materials, and the development of policies and procedures that guide this work, including:</p> <ul style="list-style-type: none">• Review the use of collections, including evaluation of usage data as a basis to reflect and predict client demands and changing needs• Source information on current and emerging trends and formats relevant to customer needs in relation to collections• Apply information about collection strategies and policies, and contribute to their development to meet organisational and customer needs• Investigate emerging trends relating to technologies, including in publishing and their potential for providing access to resources.• Source information about the supply options for library resources• Assist with the selection, acquisition and disposal of materials• Develop and assess proposals for selecting, acquiring and disposing of material• Establish and maintain processes to review collections in line with collection strategies and policies• Make recommendations regarding allocation of funds for acquisition of information resources• Monitor all outsourced functions, including performance of contractors.	<p>1 Review use of collections</p> <p>1.1 Evaluate usage data as basis for collection policies, to reflect and predict client demands and changing needs</p> <p>1.2 Source information on current and emerging trends and formats relevant to customer needs in relation to collections</p> <p>2 Apply information about collection strategies and policies</p> <p>2.1 Interpret and apply elements of collection management policies in libraries and information services organisations</p> <p>2.2 Research contemporary practice and policy issues affecting collection management</p> <p>2.3 Investigate emerging trends and technologies, including trends in publishing and their potential for providing access to resources</p> <p>2.4 Source information about supply options for library resources</p> <p>2.5 Contribute to development of collection strategies and policies that meet organisational objectives and customer needs</p> <p>3 Assist with selection, acquisition and disposal of materials</p> <p>3.1 Develop proposals for selecting, acquiring and disposing of material</p> <p>3.2 Assist in assessment of proposals according to organisational collection management policy</p> <p>3.3 Establish and maintain processes to review collections in line with collection strategies and policies</p> <p>3.4 Make recommendations on allocation of funds for acquisition of information resources</p> <p>3.5 Use selection tools to develop details for acquisition of information resources</p> <p>3.6 Follow organisational procedures for acquisition of information resources</p> <p>3.7 Participate in weeding and disposal of materials according to established policies and practices</p> <p>3.8 Participate in review of acquisition procedures and make recommendations for improvements</p> <p>4 Monitor contractor performance</p> <p>4.1 Monitor performance of contractors engaged to provide outsourced services</p> <p>4.2 Integrate performance of contractors in selection and acquisition process</p> <p>4.3 Refer issues to relevant personnel</p>

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<div>BSBLIB402</div> <div>Consolidate and maintain industry knowledge</div> <div>CORE</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 develop and apply knowledge of library and information services and maintain its currency, including:</div> <div><ul style="list-style-type: none">Develop networking and other strategies for keeping up-to-date with the latest developments in the industryApplication of industry knowledge to enhance work activities and outcomesIdentify relevant professional bodies and associations, and their roles and functionsKey library issues and trendsMaintaining industry currency10 day vocational placement in a school or public library</div>	<div>1 Undertake industry research</div> <div>1.1 Use sources of information to research industry developments and their impact on current work practices</div> <div>1.2 Collect information on the role and significance of information or cultural industries to local communities</div> <div>1.3 Identify similarities and differences between industry organisations</div> <div>1.4 Consolidate understanding of the roles of relevant peak professional associations and industry bodies</div> <div>2 Source and apply information about trends</div> <div>2.1 Source and monitor information about key issues and trends and investigate their impact on the industry</div> <div>2.2 Research current and emerging technologies and their potential application in the workplace</div> <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>3 Research industry structures and operations</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>
<div>BSBLIB604</div> <div>Extend own information literacy skills to locate information</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 research, analyse and communicate information, ideas and concepts at a complex level, as well as evaluate and continuously improve personal information literacy skills to optimally service requests for information from customers, including:</div> <div><ul style="list-style-type: none">Identifying and defining information needsExploring alternative and advanced sourcesUtilising various research techniques and methodologies to gather data and informationUtilise critical thinking to fully evaluate and analyse identified resources and informationUtilise note-taking methodologySynthesise and refine information to suit your audience and their requirementsUtilise effective communication methods and skillsSeeking feedback and evaluating your own work and skillsEnhance work practices to ensure continuous improvement and lifelong learningEvaluate various career pathways within Library and Information ServicesExtend your own information literacy skills, and your knowledge of emerging technologies</div>	<div>1 Apply information literacy skills to meet needs</div> <div>1.1 Refine understanding of information literacy concepts and what constitutes an information literate person</div> <div>1.2 Determine exact nature and extent of information needs</div> <div>1.3 Develop effective search strategies and select appropriate search tools to locate information</div> <div>1.4 Assess usefulness and relevance of information resources in relation to customer requests</div> <div>1.5 Evaluate search results and adjust search strategies to meet information needs</div> <div>2 Provide customers with search results</div> <div>2.1 Critically analyse search results and select relevant information to meet purpose</div> <div>2.2 Compile reference lists and bibliographies of relevant information resources following standard referencing styles</div> <div>2.3 Select appropriate communication methods for presenting information to customers based on nature and purpose of requests and intended audience</div> <div>2.4 Communicate with customers in relation to information requests according to organisational policies</div> <div>2.5 Acknowledge copyright and licensing issues related to access and use of information</div> <div>3 Evaluate own work and skills</div> <div>3.1 Seek feedback from colleagues regarding own information literacy skills</div> <div>3.2 Plan and implement strategies and opportunities to support lifelong learning</div> <div>3.3 Evaluate own information literacy skills against own goals</div> <div>3.4 Update knowledge of current and emerging technologies that impact information literacy skills</div>
<div>BSBPMG522</div> <div>Undertake project work</div> <div>ELECTIVE</div> <div>Nominal hours = 40</div>	<div><i>Unit overview</i></div> <div>This unit will provide students with the required knowledge and skills to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects, including:</div> <div><ul style="list-style-type: none">Understanding the process of how to define the scope of the projectIdentify those within the organisation who are involved or will be kept up-to-date</div>	<div>1. Define project</div> <div>1.1 Access project scope and other relevant documentation</div> <div>1.2 Define project stakeholders</div> <div>1.3 Seek clarification from delegating authority of issues related to project and project parameters</div> <div>1.4 Identify limits of own responsibility and reporting requirements</div> <div>1.5 Clarify relationship of project to other projects and to the organisation's objectives</div> <div>1.6 Determine and access available resources to undertake project</div> <div>2. Develop project plan</div>

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	<p>about progress of the project team</p> <ul style="list-style-type: none">• Define the roles and responsibilities of both team members and other stakeholders who have a vested interest in the outcomes of the project• Understand the reporting process that must be maintained and record-keeping throughout the life of the project• Identify what resources will be required to ensure that the project is successful• Develop timeframes for the various stages of the project• Identify potential risks associate with each stage of the project and what can be done to minimise each• Work and communicate with other team members to complete each tasks and stage of the project• Review and document the project outcomes.• Students will work in teams and develop an understanding of the roles and responsibilities of each aspect of the project.	<p>2.1 Develop project plan in line with the project parameters</p> <p>2.2 Identify and access appropriate project management tools</p> <p>2.3 Formulate risk management plan for project, including Work Health and Safety (WHS)</p> <p>2.4 Develop and approve project budget</p> <p>2.5 Consult team members and take their views into account in planning the project</p> <p>2.6 Finalise project plan and gain necessary approvals to commence project according to documented plan</p> <p>3. Administer and monitor project</p> <p>3.1 Take action to ensure project team members are clear about their responsibilities and the project requirements</p> <p>3.2 Provide support for project team members, especially with regard to specific needs, to ensure that the quality of the expected outcomes of the project and documented time lines are met</p> <p>3.3 Establish and maintain required recordkeeping systems throughout the project</p> <p>3.4 Implement and monitor plans for managing project finances, resources and quality</p> <p>3.5 Complete and forward project reports as required to stakeholders</p> <p>3.6 Undertake risk management as required to ensure project outcomes are met</p> <p>3.7 Achieve project deliverables</p> <p>4. Finalise project</p> <p>4.1 Complete financial recordkeeping associated with project and check for accuracy</p> <p>4.2 Ensure transition of staff involved in project to new roles or reassignment to previous roles</p> <p>4.3 Complete project documentation and obtain necessary sign-offs for concluding project</p> <p>5. Review project</p> <p>5.1 Review project outcomes and processes against the project scope and plan</p> <p>5.2 Involve team members in the project review</p> <p>5.3 Document lessons learned from the project and report within the organisation</p>
<p>BSBLIB509</p> <p>Provide subject access and classify material</p> <p>ELECTIVE</p> <p>Nominal hours = 100</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required skills and knowledge to analyse and catalogue complex material which requires application of bibliographic organisation methods and the ability to use interpretation and judgement to deviate from precedents where necessary, including:</p> <ul style="list-style-type: none">• Understand the purpose of subjects headings and their function in providing library users with additional ways to search and find library resources• Demonstrate an understanding of authority control procedures using databases such as viaf.org or authorities.loc.gov• Assess existing records and review if additional access points can be created to better meet the needs of library users• Understand metadata standards and the role they have in improving the accessibility of library collections to users both within and external to the organisation or the community they serve• review current industry trends relating to cataloguing and classification processes• demonstrate through the use of online tools, how material is organised using appropriate classification tools <p>Analyse content of new resources and from that interpretation, identify appropriate subject headings that will ensure that material can be correctly retrieved</p>	<p>1 Catalogue material</p> <p>1 1.1 Analyse subject content of material using knowledge of general concepts and principles of bibliographic control, relevant standards and customer needs</p> <p>1.2 Create records following organisational standards, precedents and techniques, and according to industry standards</p> <p>1.3 Evaluate and adapt precedents to meet specified needs</p> <p>1.4 Select appropriate subject headings and cataloguing tools and standards</p> <p>1.5 Construct sufficient headings to enhance access to information using standards and authorities lists</p> <p>1.6 Format description</p> <p>1.7 Consult with colleagues to determine systematic/reasonable approaches to cataloguing complex material where no precedents exist</p> <p>2 Classify material</p> <p>2.1 Use chosen classification systems to reflect knowledge of principles of organisation</p> <p>2.2 Select a classification number consistent with classification system that reflects understanding of subject content and provides ready access for customers and staff</p> <p>2.3 Check shelf list or online catalogue for previously assigned classification numbers for similar items</p> <p>3 Contribute to maintenance and development of cataloguing practices</p> <p>3.1 Maintain and apply knowledge of changes in cataloguing practices to enhance cataloguing consistency and quality</p> <p>3.2 Consult with colleagues regarding issues with cataloguing system operations or procedures and take appropriate action to address problems</p> <p>3.3 Create and maintain records of materials and holdings according to relevant national and organisational procedures</p> <p>3.4 Comply with legislation relevant to cataloguing practices</p>
<p>BSBLIB506</p> <p>Maintain digital</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required skills and knowledge to populate and</p>	<p>1 Maintain knowledge of digital repositories</p> <p>1.1 Research information sources to determine types and functions of digital repositories</p> <p>1.2 Review organisational procedures on digital repositories to ensure consistency with organisational policies</p>

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<p>repositories</p> <p>ELECTIVE</p> <p>Nominal hours = 45</p>	<p>manage digital collections of information resources, including:</p> <ul style="list-style-type: none">• Determine types and functions of various digital repositories• Review organisational procedures on digital repositories to ensure consistency with organisational policies• Assess risks associated with digital repositories and refer to appropriate personnel as required• Manage resources for digital repositories, including locating and verifying resources to add to the digital repository• Understand the procedures and permissions for collecting and accessing digital resources• Add resources to the digital repository using suitable software applications and equipment• Maintain digital resources to ensure access and integrity• Manage metadata for digital repositories, including creating and editing descriptive, technical and administrative metadata for digital repository resources	<p>1.3 Assess risks associated with digital repositories and refer to appropriate personnel as required</p> <p>2 Manage resources for digital repositories</p> <p>2.1 Locate and verify resources to add to the digital repository</p> <p>2.2 Provide information to relevant personnel regarding procedures and permissions for collecting and accessing resources</p> <p>2.3 Add resources to the digital repository using suitable software applications and equipment</p> <p>2.4 Maintain digital resources to ensure access and integrity</p> <p>2.5 Remove resources from the digital repository where required, following organisational procedures</p> <p>3 Manage metadata for digital repositories</p> <p>3.1 Create descriptive, technical and administrative metadata for digital repository resources according to org. policies and procedures</p> <p>3.2 Edit digital repository metadata according to organisational policies and procedures</p>
<p>BSBLIB507</p> <p>Promote literature and reading</p> <p>ELECTIVE</p> <p>Nominal hours = 50</p>	<p><i>Unit overview</i></p> <p>This unit will provide students with the required skills and knowledge to research and implement strategies that encourage and enhance literature and reading in a wide variety of contexts, including:</p> <ul style="list-style-type: none">• Recognising different reading levels and tastes of different customer groups• Investigating the importance of promoting literacy, literature and reading in creating an informed society, and how libraries are crucial to this process• Source independent publisher reviews about literature (in various formats) and maintain records of these• Utilise recognised classification systems to locate literary works and information• Expand and update one’s own knowledge of publishing trends, formats and a broad range of literary works, share with colleagues and other interested parties• Develop strategies to promote literature and reading, including the use of current and emerging technologies• Communicate with customers to identify their literature and reading needs, and provide advice or recommendations if necessary• Recommend purchases of literary works and literary information based on customer requests and reviews• Monitor and evaluate the effectiveness of implemented strategies to promote literature and reading	<p>1 Maintain knowledge about literature and reading</p> <p>1.1 Research promotion of literacy, literature and reading and its importance for an informed society</p> <p>1.2 Recognise reading levels and tastes of different customer groups</p> <p>1.3 Maintain a record of key types of publications that provide information about literature</p> <p>1.4 Source independent, print and electronic publisher reviews about literature</p> <p>1.5 Use recognised classification systems to physically locate literary works and literary information</p> <p>1.6 Update own knowledge of a broad range of literary works, publishing trends and formats</p> <p>1.7 Share information collected on literary works, publishing trends and formats with colleagues</p> <p>2 Implement a range of strategies to promote literature and reading</p> <p>2.1 Research methods used to organise and access literature collections</p> <p>2.2 Develop own strategies to promote literature and reading, including using current or emerging technologies</p> <p>2.3 Interview and provide advice to customers to meet their literature and reading needs</p> <p>2.4 Source information to meet customer literature requests</p> <p>2.5 Identify and assess strategies used by organisations to promote reading, and adapt as appropriate for the organisation</p> <p>2.6 Recommend purchase of literary works and literary information based on customer requests and analysis of reviews</p> <p>3 Monitor and evaluate effectiveness of strategies to promote literature and reading</p> <p>3.1 Analyse usage data to determine effectiveness of strategies</p> <p>3.2 Track solicited and unsolicited feedback to the organisation regarding literature collections</p> <p>3.3 Recommend changes to strategies in response to evaluation feedback</p>
<p>BSBWOR501</p> <p>Manage personal work priorities and professional development</p> <p>ELECTIVE</p> <p>Nominal hours = 60</p>	<p><i>Unit overview</i></p> <p>This course enables students to identify professional development needs that are essential to improving work performance and gaining a competitive edge. Students will also learn how best to establish work goals, juggle demands, and maintain a healthy work life balance through :</p> <ul style="list-style-type: none">• Personal work planning and organisation, including maintaining work life balance• Establishing personal work goals• Measuring and maintaining personal performance• Prioritising and facilitating competing demands• Assessing personal knowledge and skills to determine development needs• Seeking feedback from employees, clients, and colleagues• Identifying, evaluating, selecting, and using development opportunities• Participating in networking	<p>1. Establish personal work goals</p> <p>1.1 Serve as a positive role model in the workplace through personal work planning</p> <p>1.2 Ensure personal work goals, plans and activities reflect the organisation’s plans, and own responsibilities and accountabilities</p> <p>1.3 Measure and maintain personal performance in varying work conditions, work contexts and when contingencies occur</p> <p>2. Set and meet own work priorities</p> <p>2.1 Take initiative to prioritise and facilitate competing demands to achieve personal, team and organisational goals and objectives</p> <p>2.2 Use technology efficiently and effectively to manage work priorities and commitments</p> <p>2.3 Maintain appropriate work-life balance, and ensure stress is effectively managed and health is attended to</p> <p>3. Develop and maintain professional competence</p> <p>3.1 Assess personal knowledge and skills against competency standards to determine development needs, priorities and plans</p> <p>3.2 Seek feedback from employees, clients and colleagues and use this feedback to identify and develop ways to improve competence</p> <p>3.3 Identify, evaluate, select and use development opportunities suitable to personal learning style/s to develop competence</p>

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	<ul style="list-style-type: none">Identifying and developing new skills for competitive edge	3.4 Participate in networks to enhance personal knowledge, skills and work relationships 3.5 Identify and develop new skills to achieve and maintain a competitive edge