

Guide A

Recognition Exemplar using the Library Industry Competency Standards

Introduction to Guide A and Guide B

Appendices A and B contain the Recognition Exemplars which have been developed as part of this project to assist both the assessor and the learner interpret the *Library Industry Competency Standards* consistently and fairly.

These Guides are not intended to take the role of full Recognition Exemplars which are now required as part of the development of competency standards. Such guides include :

- (i) contexts for assessment (eg what types of environment or types of equipment are required to establish competency)
- (ii) critical aspects of a unit and its relationship to other units (eg units needing to be assessed together); and
- (iii) the required evidence of competency (eg particular aspects of the knowledge or skill and their application for which evidence is required to establish competency; this could also be used to indicate the extent of sampling of evidence which could be undertaken).

These guides will therefore be replaced by the full recognition exemplars when they are developed as part of a total assessment package for the industry.

Guide A is the Recognition Exemplar using the Library Industry Competency Standards. It includes:

- the brief title of each competency unit, its number and ASF level;
- the key elements of each unit;
- indications of suitable training strategies : on-the-job / off-the-job, or a combination of both;
- suggestions for the types of evidence that could be used by an applicant to demonstrate competence;
- the associated modules from the Certificate III in Library and Information Studies or the Diploma of Library and Information Studies; and
- suggestions in relation to the knowledge, skills and attributes that should be considered in assessing competence.

Guide B is the Recognition Exemplar using Modules within the Diploma of Library and Information Studies, and includes:

- the title of each module within the Certificate III and Diploma, its national module code, course, and learning outcomes;
- suggestions for the types of evidence that could be used to demonstrate competence;
- the associated competencies from the *Library Industry Competency Standards*;
- suggestions in relation to the knowledge, skills and attributes that could be considered in assessing competence.

Persons seeking Recognition should apply against individual competencies; (in this case use Guide A); however, in some cases (eg where a person has completed a qualification) it may be more useful to consider recognition against the individual modules from the Certificate III or Diploma programs (in this case use Guide B).

Competency Number: 1 ASF Level: 2

Competencies Description: Assist clients to access library's services and facilities

Key Element 1 Assist clients in contact with the library

Key Element 2 Provide information about services and facilities

Key Element 3 Deal with clients' comments, suggestions and complaints

On-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS001	The Information Industry	Certificate III
LIS003	Information as a Product	Certificate III
LIS010	Multimedia Equipment Usage	Certificate III
NCS018	Dealing with Customers and Clients	Certificate III

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of assistance provided to clients, handling client complaints, referrals

Applicant should be able to demonstrate

Knowledge

- information formats commonly used in libraries
- basic services offered by different types of libraries and information agencies
- information sources
- facilities commonly provided by libraries
- library policies in relation to the provision of services and information
- library rules and regulations

Skills

- communicating with wide range of people (clients and staff)
- dealing with conflicting demands for services
- referral techniques
- using standard library equipment
- assessing client needs at a basic level
- recording client complaints

Other Attributes

- working in a team
- working in a service environment with disadvantaged groups and clients
- respect for client comments and complaints

This unit requires a good knowledge of different types of libraries, the range of functions and services in libraries, the types of materials they provide access to, and the needs of different client groups in libraries. It is important that the applicant is able to demonstrate transfer of skills into different situations. The amount of underpinning knowledge required for this unit is encompassed by a wide range of modules (which are also designed to cover the knowledge and skills base required by other units), including the information stream (LIS001, LIS002, LIS003), components of LIS010 Multimedia Equipment Usage, NCS018 Dealing with Customers and Clients, LIS011 Introduction to Instruction in Library Use. A number of other modules provide supplementary knowledge and skills : LIS017 Community Information & Networking, LIS018 Client Groups and Information Needs, LIS016 Literature and the Library User, and LIS019 Australian Political Processes and Information.

Related Units : 17 and 28

Competency Number: 2 ASF Level: 2

Competencies Description: Assist with circulation services

Key Element 1 Provide information to clients in relation to circulation/lending

Key Element 2 Process library loan transactions

Key Element 3 Implement security procedures

Key Element 4 Process financial transactions

Off-the-job ✓ **On-the-job** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS005	Lending Services 1	Certificate III

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of work undertaken in loans, interlibrary loans, bookkeeping activities.

Applicant should be able to demonstrate

Knowledge

- manual and automated circulation systems, including self charging systems
- library policies and procedures in relation to lending, interlibrary loans, handling money, security
- security systems for library circulation
- simple bookkeeping procedures

Skills

- undertaking loan transactions
- undertaking all circulation activities, including serials, closed reserve collections
- communicating in a work environment and with the public
- monitoring security in a public agency environment
- handling disputes
- undertaking financial procedures
- preparing material for shelving

Other Attributes

- working in a team
- interpersonal skills
- attention to detail
- confident
- responsive

This unit is addressed chiefly by LIS005 Lending Services 1, however shelving and security are covered in LIS004 Collection Maintenance; client interactions in NCS018 Dealing with Customers and Clients; and conflict and conflict resolution in NCS005 Dealing with Conflict. Note that LIS005 covers unit 10 (level 3) as well.

Related Units : Nil

Competency Number: 3 ASF Level: 2

Competencies Description: Assist with programs, activities and promotion

Key Element 1 Set up and maintain displays

Key Element 2 Assist with the preparation of information and materials for promotion

Key Element 3 Assist with programs and activities for clients

Combination ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS009	Library Promotion and Display 1	Certificate III

Evidence

- Supporting statement from section manager or equivalent
- Appropriate position descriptions
- Portfolio comprising, eg photographs of displays, promotional materials developed and published, flyers/leaflets/booklets
- Other relevant productions, eg newsletters, posters, plans, models, computer produced packages

Applicant should be able to demonstrate

Knowledge

- role of design and display in promotional activities
- design and display principles
- marketing policies of libraries, information agencies

Skills

- using display techniques, including techniques for refreshing and updating displays
- collecting appropriate information for display
- maintaining records of displays

Other Attributes

- promotion as part of library work
- awareness of occupational health and safety considerations
- awareness of security needs
- time awareness

This unit is addressed in LIS009 Library Promotion & Display 1

Related Units : 11, 18, 31

Competency Number: 4 ASF Level: 2

Competencies Description: Assist in making information accessible to clients

Key Element 1 Maintain client focus

Key Element 2 Work with databases

Combination ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Evidence

- Supporting statement from section manager or equivalent
- Position description
- Workplace examples in a client focused area, eg
 - Office/receptionist
 - Medical practice
 - Library circulation/Readers Adviser area
 - Retail outlets
 - Schools/hospitals/museums etc.

Module Code	Module Name	Type
LIS001	The Information industry	Certificate III
LIS002	Information Literacy	Certificate III
LIS011	Introduction to Instruction in Library Use	Certificate III
LIS013	Database Searching and Retrieval	Certificate III
NCS018	Dealing with Customers and Clients	Certificate III

Applicant should be able to demonstrate:

Knowledge

- role and functions of a range of libraries and information agencies
- nature of library clients and their needs
- bibliographic control principles
- database structures and common search keys
- quality control measures

Skills

- communicating with clients
- using appropriate bibliographic searching techniques, including using catalogues, indexes, and other databases
- undertaking bibliographic checking and recording
- modifying bibliographic records to a specified extent

Other Attributes

- working in a team
- working with clients
- attention to detail

Note the close relationship between this unit and Unit 1. Both require the same underpinning knowledge and evidence of skills transfer to different library situations. This competency can be addressed through aspects of the modules identified above. However other modules could also contribute to the achievement of this unit, eg LIS018 Client Groups and Information Needs, LIS017 Community Information and Networking, LIS019 Australian Political Processes and Information, or LIS016 Literature and the Library User, and NCS006 Writing Workplace Documents

Related Units : 21, 38

Competency Number: 5 ASF Level: 2

Competencies Description: *Process and prepare information for access*

Key Element 1 Prepare newly acquired material

Key Element 2 Undertake basic processing

Key Element 3 Repair material

Off-the-job ✓ **On-the-job** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS004	Collection Maintenance	Certificate III

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Samples of repair work

Applicant should be able to demonstrate

Knowledge

- repair and protective materials
- repair equipment eg binders, laminators
- library policies and procedures for conservation and preservation
- repair and other options for damaged materials
- standard security measures
- housing and storage facilities

Skills

- undertaking standard repairs to a wide range of library materials (both print & nonprint)
- assessing value of repairs (cost versus time)
- processing materials
- applying appropriate protection and security devices to library materials
- compiling statistics

Other Attributes

- attention to detail
- occupational health and safety precautions
- accountability
- dexterity

LIS004 Collection Maintenance is broader than this unit, as it includes shelving (Unit 2) and stocktaking (Unit 6).

Related Units : Nil

Competency Number: 6 ASF Level: 2

Competencies Description: Assist with the maintenance of service area

Key Element 1 Maintain an attractive and pleasant environment for clients

Key Element 2 Arrange material to the classification used by library

Key Element 3 Contribute to the maintenance of equipment

Key Element 4 Maintain materials and supplies for equipment

Key Element 5 Assist with the maintenance of security and behaviour requirements

Off-the-job ✓ **On-the-job** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS004	Collection Maintenance	Certificate III
LIS006	Library Promotion and Display 1	Certificate III
LIS010	Multimedia Equipment Usage	Certificate III
NCS018	Dealing with Customers and Clients	Certificate III
NCS005	Dealing with Conflict	Certificate III

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples taken from libraries, information agencies or other service areas, eg an office or shop environment, hospital wards, reception areas, or records sections

Applicant should be able to demonstrate

Knowledge

- library classification schemes
- occupational health and safety regulations and standards
- equipment and materials used in libraries and information agencies
- shelving arrangements
- library policies in relation to service areas, equipment maintenance, client access and behaviour
- monitoring and security devices and systems

Skills

- shelving, shelf checking and stocktaking
- storing materials appropriately
- using display and promotional techniques
- monitoring occupational health and safety standards
- identifying and maintaining fully functional equipment
- maintaining library supplies and materials
- handling conflict situations
- identifying and handling security breaches

Other Attributes

- attention to detail
- investigation of new equipment
- working with clients
- respect for clients

Many of these skills (except shelving) may be acquired in environments other than libraries, and therefore prior knowledge and experience may provide evidence for recognition.

This unit is addressed by aspects of the 5 modules above, which encompass this and other units.

Related units : 22, 40

Competency Number: 7 ASF Level: 2/3

Competencies Description: Assist in the provision of a safe library environment

Key Element 1 Recognise and report unsafe/unsatisfactory work conditions

Key Element 2 Respond appropriately to incidents concerning staff and clients

Combination ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
ABD507	Occupational Health & Safety in the Library Industry	Certificate III
LIS010	Multimedia Equipment Usage	Certificate III
NCS018	Dealing with Customers and Clients	Certificate III

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions from different libraries or information agencies
- Samples of safety audits undertaken
- First aid certificates

Applicant should be able to demonstrate

Knowledge

- occupational health and safety regulations and standards in at least one State/Territory
- library policies and procedures in relation to client behaviour and access, equipment, furniture and fittings
- evacuation procedures

Skills

- identifying health and safety hazards (including potential hazards)
- reporting OH&S matters (incident and injury reporting, safety checks)
- undertaking basic first aid procedures
- responding to emergency situations

Attributes

- working in a team
- attention to detail
- accountability
- initiative

The major thrust of this unit is addressed by ABD507, Occupational Health and Safety in the Library Industry; other supporting modules include the two listed above plus NCS005 Dealing with Conflict. This competency can only be recognised with suitable workplace experience and is therefore also aligned to LIS014 Industry Placement 1.

This is a common unit which can be assessed at both levels 2 and 3.

Related Units : Nil

Competency Number: 8 ASF Level: 2/3

Competencies Description: *Work with others*

Key Element 1 Participate in work group/process

Key Element 2 Contribute to the flow of relevant work information and ideas

Key Element 3 Contribute to the maintenance and improvement of work communication

Key Element 4 Deal with work issues, problems and conflicts

On-the-job ✓ Combination ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
NGMS106	Managing Effective Working Relationships	Certificate III
NCS004	Work Team Communication	Certificate III
NCS005	Dealing with Conflict	Certificate III

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of group or team work activities, eg contribution to a project, participation in goal setting, roster schedules
- Key roles, eg Occupational Health and Safety Representative

Applicant should be able to demonstrate

Knowledge

- conflict resolution processes
- communication processes
- group dynamics
- organisational policies and procedures
- stress management techniques
- role clarification processes
- cross cultural differences

Skills

- communicating with team members, contributing to the team effort
- dealing with conflict
- working in a team or group
- recording and reporting systematically
- communicating orally and in writing
- identifying potential conflict situations and solutions

Other Attributes

- working in a team
- sharing
- attention to detail
- accuracy of information
- adaptation to group goals
- acceptance of group goals

This competency can be addressed through the above modules plus appropriate workplace experience, eg through LIS014 Industry Placement 1. It can only be recognised with supporting workplace experiences.

This is a common unit which can be assessed at both levels 2 and 3.

Related units : 23

Competency Number: 9 ASF Level: 2/3

Competencies Description: *Contribute to own work, performance and learning*

Key Element 1 Accept responsibility for own work

Key Element 2 Contribute to client service

Key Element 3 Monitor and maintain acceptable work performance

Key Element 4 Make efficient use of equipment and systems

Key Element 5 Participate in identifying and meeting own learning needs

Key Element 6 Participate in workplace change and development

Combination ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Evidence

- Supporting statements from section manager or equivalent
- Position descriptions
- Samples of work - spreadsheets, word processing
- Relevant certificates or statements of attendance in relation to computing courses (word processing, spreadsheets, IT applications), occupational health and safety, change management, negotiation, interpersonal skills
- Career plan, personal development plan
- Examples of workplace procedures developed by applicant, or suggestions for workplace improvements

Module Code	Module Name	Type
LIS012	Working in the Information Industry	Certificate III
NGMS106	Managing Effective Working Relationships	Certificate III
ABD507	Occupational Health and Safety for the Library Industry	Certificate III
LIS010	Multimedia Equipment Usage	Certificate III
LIS014	Industry Placement 1	Certificate III
ITF304	Word Processing Operations	Certificate III
ITF305	Spreadsheet Operations	Certificate III
ITC301	Computer Systems Basics	Certificate III

Applicant should be able to demonstrate

Knowledge

- strategies for work organisation
- standard library equipment & computing applications
- career pathways and options
- standard office computing applications
- library policies and procedures
- library networking
- change management strategies

Skills

- communicating with staff and clients
- using computing systems effectively in a library environment
- managing own time
- establishing priorities
- monitoring client needs, expectations
- monitoring own work and work level

- planning own learning needs and reporting regularly against plan

Other Attributes

- working in a team
- demonstrating safe and ethical work practices
- quality outcomes
- coping with change

The modules listed above cover most of this unit; however its knowledge base requires the support of the information modules (LIS001/2/3), the communication modules (NCS018, NCS004, NCS005, NCS018) and LIS006 Bibliographic Control.

This is a common unit which can be assessed at both levels 2 and 3.

Related Units : 24, 44

Competency Number: 10 ASF Level: 3

Competencies Description: *Respond to requests from other information providers for material*

Key Element 1 Determine details of required information and delivery

Key Element 2 Locate and retrieve information

Key Element 3 Provide information

Key Element 4 Undertake financial and other administrative procedures

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS005	Lending Services 1	Certificate III
LIS013	Database Searching and Retrieval	Certificate III

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Samples of work (eg copies of completed interlibrary loan forms)
- Descriptions of items difficult to locate and provide

Applicant should be able to demonstrate

Knowledge

- role and function of different libraries and information agencies
- library formats
- client service areas and client groups
- document delivery systems and strategies commonly used in libraries and information agencies
- financial procedures
- library policies and procedures
- legal requirements (eg Copyright Act and amendments) for both print and nonprint materials

Skills

- operating automated circulation and information retrieval systems
- operating a document delivery system
- verifying bibliographic citations
- bibliographic searching
- interacting with clients, reporting to clients
- maintaining records (statistical and accounting)

Other Attributes

- attention to detail
- working with clients
- time awareness
- accuracy

This unit builds on the skills acquired in Unit 2; it is chiefly covered by LIS005 Lending Services 1; however the supporting modules LIS013 Database Searching and Retrieval, and the co-requisites LIS001 The Information Industry and LIS003 Information as a Product provide the underpinning knowledge base. Bibliographic verification and searching are supported by components of LIS006 Bibliographical Control.

Related Unit : 16

Competency Number: 11 ASF Level: 3

Competencies Description: *Contribute to promotion and programs and activities for clients*

Key Element 1 Assist in the preparation of programs and activities

Key Element 2 Participate in programs and activities

Key Element 3 Assist in the follow-up to programs and activities

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS015	Library Promotion and Display 2	Certificate III

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Portfolio of applicant's work (which is authenticated by supervisor/section manager)
 - newspaper articles, brochures, flyers, leaflets, booklets, posters
 - web page
 - publication (eg book, video)
- Description of promotional activity and applicant's part in it

Applicant should be able to demonstrate

Knowledge

- the role of promotional activities and materials in a service agency
- types and purpose of different types of promotional activities and programs
- techniques for organising, implementing and evaluating such activities

Skills

- identifying, gathering and collating suitable information and materials
- organising bookings and access
- matching activities with client group needs
- arranging advertising and promotion of program
- networking with supporting agencies
- conducting evaluations
- monitoring activity outcomes and reporting

Other Attributes

- problem solving
- interacting with different client groups, organisations
- working with others

This unit builds on the skills acquired in Unit 3; the skills and knowledge are addressed in LIS015 Library Promotion and Display 2.

Related Units : 3, 18, 31

Competency Number: 12 ASF Level: 3/4

Competencies Description: *Deliver training*

Key Element 1 Prepare trainees

Key Element 2 Instruct trainees

Key Element 3 Review training

Key Element 4 Provide opportunities for practice

Key Element 5 Confirm trainee has reached required standard of performance

Off-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS011	Introduction to Instruction in Library Use	Certificate III
LIS014	Industry Placement 1	Certificate III

Evidence

- Supporting statement from section manager or equivalent
- Position description
- Examples from workplaces detailing training activities provided
- Examples from workplaces of client assistance (on a one-to-one or small group basis) in using equipment or facilities, eg photocopier, self-charging lending system, OPAC, CD ROMs, microfiche

Applicant should be able to demonstrate

Knowledge

- different learning styles
- role of evaluation in training
- role of assessment in training
- training needs in libraries and information agencies

Skills

- planning a short training session
- preparing simple handouts, instructions
- delivering a short training session
- providing feedback during training
- adapting training to suit trainees
- evaluating a short training session
- using basic assessment instruments eg questionnaire, checklist

Other Attributes

- working with others
- listening
- praising and reinforcing
- supporting

This unit can be achieved through completion of LIS011 Introduction to Instruction in Library Use, which also supports the training components in units 1 and 4.

This is a common unit at levels 3 and 4

Related Unit : 29

Competency Number: 13 ASF Level: 3

Competencies Description: *Contribute to the acquisition of information*

Key Element 1 Determine details of information required and suppliers

Key Element 2 Order material

Off-the-job ✓ **On-the-job** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS008	Library Ordering Procedures	Certificate III
LIS006	Bibliographical Control	Certificate III

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions from relevant workplaces
- Examples of work covering the ordering and receipt of materials
- Description of work routines from similar environments, eg
 - Goods and services department - Retail outlet
 - Hospital/medical practice ordering and receiving medical supplies
 - Bookshop
 - Factory
 - Garden centre

Applicant should be able to demonstrate

Knowledge

- policies and procedures for the ordering of materials
- the acquisition process
- bibliographic tools, trade catalogues etc.
- components of a bibliographic record
- library suppliers, local and international
- library supplier databases
- financial processes

Skills

- bibliographic searching and verification
- searching trade catalogues
- monitoring progress of orders
- maintaining order records and statistics

Other Attributes

- attention to detail
- responsibility for own work
- accuracy
- meeting deadlines
- prioritising own work

Some of the knowledge and skills required by this unit can be acquired through working in a range of service outlets; however a knowledge of bibliographic tools and library ordering procedures is required. This unit is covered by LIS008 Library Ordering Procedures

Related Units : Nil

Competency Number: 14 ASF Level: 3

Competencies Description: Accession and process information

Key Element 1 Accession material

Key Element 2 Contribute to information processing

Off-the-job ✓ **On-the-job** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS006	Bibliographic Control	Certificate
LIS007	Materials Receipt	Certificate
LIS013	Database Searching and Retrieval	Certificate

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of work undertaken in processing and accessioning
- Descriptions of problems or issues that arise in a technical services area

Applicant should be able to demonstrate

Knowledge

- policies and procedures for receiving materials
- acquisitions processes
- components of a bibliographic record
- bibliographic databases
- financial procedures and committals

Skills

- bibliographic checking and verification
- checking materials against invoice
- claiming and following up claims
- processing materials
- record keeping (statistical and financial)
- locating full bibliographic records
- adding local data to national records

Other Attributes

- attention to detail
- accuracy
- meeting deadlines
- prioritising work

This unit is chiefly covered by LIS007 Materials Receipt; however the underpinning bibliographic skills are acquired through LIS006 Bibliographic Control, and efficient searching in LIS013 Database Searching and Retrieval.

Related Units : Nil

Competency Number: 15 ASF Level: 3

Competencies Description: *Coordinate activities in a small area or of a small work group*

Key Element 1 Organise work in a small area and/or oversee work of a small group

Key Element 2 Maintain safe working practices

Key Element 3 Compile and maintain information records

Combination ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
NGMS106	Managing Effective Working Relations	Certificate III
ABD507	Occupational health and Safety for the Library Industry	Certificate III
NCS004	Work Team Communication	Certificate III

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Descriptions or documentation relating to workplace relations, group processes, action outcomes etc
- Details of relevant courses or training sessions (working in a team, supervisory activities, occupational health and safety)

Applicant should be able to demonstrate

Knowledge

- team and group work processes
- goal setting and prioritising
- organisational and group cultures
- group dynamics
- occupational health and safety regulations and standards in at least one State/Territory
- conflict resolution
- EEO policies
- standards setting

Skills

- clarifying roles
- interpersonal communication
- working with individual differences
- goal setting and prioritisation
- identifying and dealing with conflict
- monitoring safe work practices
- maintaining records and statistics
- evaluating performance

Other Attributes

- attention to detail
- cooperative work practices
- tolerant and open
- committed

The knowledge and skills acquired from team/group work and supervisory roles may assist a claim for recognition. This unit can be achieved through completion of NGMS106 Managing Effective Working Relations and ABD507 Occupational Health and Safety for the Library Industry; NCS004 Work Team Communications also provides skills towards achievement of the record keeping required in this unit.

Related Units : 25, 26, 43

Competency Number: 16 ASF Level: 4

Competencies Description: *Obtain material from remote sources for clients*

Key Element 1 Determine details of the required information and delivery

Key Element 2 Locate information

Key Element 3 Obtain and return information

Key Element 4 Undertake financial and other administrative procedures

On-the-job ✓ Combination ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS022	Lending Services 2	Diploma
LIS020	Basic Reference Skills	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of interlibrary loan documentation produced in the workplace by applicant
- Examples of interlibrary loan activities undertaken including problem solving approaches used by applicant.

Applicant should be able to demonstrate

Knowledge

- interlibrary lending policies, standards
- legal aspects, eg Copyright Act, legal liability
- interlibrary loan processes
- information sources, both standard (eg other libraries) and nonstandard (eg government agencies, societies, commercial vendors)
- bibliographic tools
- standard reference resources
- document delivery options
- financial procedures

Skills

- bibliographic searching and verification
- interpreting client needs
- interviewing skills
- searching strategies
- locating information in a variety of formats
- obtaining information expeditiously
- returning information expeditiously
- record keeping
- networking
- undertaking financial procedures

Other Attributes

- attention to detail
- time management
- prioritisation of tasks
- working with clients
- legal and ethical responsibilities
- problem solving
- accountability

This unit is addressed by LIS022 Lending Services 2 (which also addresses Unit 17).

Related Units : 10

Competency Number: 17 ASF Level: 4

Competencies Description: *Contribute to client access to information*

Key Element 1 Determine client information requirements and ways to meet them

Key Element 2 Provide information or refer appropriately

Key Element 3 Assist clients to access reserves and material from remote sources

Key Element 4 Assist clients to access required information directly

On-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS020	Basic Reference Skills	Diploma
LIS022	Lending Services 2	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of documentation supporting candidate's work to assist client in obtaining information
- Description of work undertaken to support client's access to information

Applicant should be able to demonstrate

Knowledge

- library policies in relation to client assistance, interlibrary lending
- common client requests and sources for answering such requests
- bibliographic tools
- standard reference resources
- interlibrary loan processes
- client interviewing techniques
- standard searching procedures

Skills

- interacting with clients
- interviewing techniques
- categorising client needs
- searching strategies
- assisting client to locate information (internally or externally)
- assisting client to use standard reference tools efficiently
- referring client to experts

Other Attributes

- attention to detail
- working with clients
- awareness of a particular area of the library's collection
- awareness of community resources
- listening
- accountability

This unit is addressed by LIS020 Basic Reference Skills, plus parts of LIS022 Lending Services 2.

Related Units : 1, 28, 49

Competency Number: 18 ASF Level: 4

Competencies Description: *Provide promotion and programs and activities for clients*

Key Element 1 Identify the need for and feasibility of programs/activities

Key Element 2 Plan programs/activities

Key Element 3 Organise resources necessary to carry out the planned programs/activities

Key Element 4 Conduct programs/activities

Key Element 5 Evaluate programs/activities

Key Element 6 Complete administration, documentation and reporting

Off-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS035	Promoting an Information Agency	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Portfolio comprising evidence of skills, eg brochures, flyers, posters, leaflets, videos; submissions and reports on activities proposed or undertaken
- Examples of supporting documentation, eg program(s) of activities organised (or contributed to) by applicant, minutes (reporting events to supervisor), newspaper clippings of event, evaluation forms used.

Applicant should be able to demonstrate

Knowledge

- types of promotions, activities, events used to publicise/promote libraries, library collections, functions
- presentation styles and techniques
- project management (planning, organising, co-ordinating & evaluating)
- evaluation techniques
- submission and report writing

Skills

- identifying suitable programs/activities and developing a promotional plan, with a budget
- identifying, organising and assembling resources needed for successful outcome of planned activity
- briefing relevant persons
- conducting programs
- using equipment
- maintaining records
- evaluating and reporting outcomes

Other Attributes

- cooperative work practices
- working with clients
- awareness of promotional opportunities
- attention to detail

This unit is partly addressed by LIS035 Promoting an Information Agency (also covers Unit 31).

Related Units : 3,11, 31

Competency Number: 19 ASF Level: 4

Competencies Description: *Acquire and process information for access*

Key Element 1 Determine acquisition details

Key Element 2 Acquire information

Key Element 3 Maintain library's relationships and arrangements with suppliers

Key Element 4 Resolve problems/issues in relation to acquisitions

Key Element 5 Carry out administrative procedures

Key Element 6 Accession information

On-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS027	Library Acquisitions	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of documentation from the workplace
- Descriptions of applicant's work with suppliers, in an acquisitions section, and resolution of complex acquisition problems

Applicant should be able to demonstrate

Knowledge

- library acquisition policies and procedures
- library suppliers and other relevant suppliers
- formats (print, nonprint, electronic) and their distinctive features (eg serials)
- legal requirements
- bibliographic tools
- acquisition processes (manual and automated)

Skills

- bibliographic verification of complex items
- locating suppliers for difficult items
- working within legal and budgetary constraints
- maintaining liaison with suppliers
- monitoring suppliers' performance
- resolving acquisition problems
- accessioning
- following up duplicates, missing items, incorrectly supplied items
- maintaining financial records
- maintaining supplier records

Other Attributes

- working with others
- attention to detail
- problem solving (analysis of a situation, and developing options)
- liaising, negotiating

This unit is addressed by LIS027 Library Acquisitions

Related Units : Nil

Competency Number: 20 ASF Level: 4

Competencies Description: Undertake cataloguing and classification activities

Key Element 1 Undertake cataloguing/classification of material

Key Element 2 Provide cataloguing support

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS023	Bibliographic Description and Access	Diploma
LIS024	Library Classification	Diploma
LIS025	Subject Access	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Samples of cataloguing and classification work
- Procedures manual written by applicant

Applicant should be able to demonstrate

Knowledge

- library cataloguing policies and procedures
- international standards and systems used in Australian libraries (eg AACR (latest edition and amendments) AUSMARC, USMARC, DDC and LCC)
- principles of bibliographic description and access
- principles of subject heading and classification schemes
- cataloguing levels appropriate to different types of libraries
- catalogue maintenance processes

Skills

- locating suitable bibliographic records to match items
- checking bibliographic details
- adapting/upgrading bibliographic records to suit client needs
- preparing basic descriptive cataloguing records
- checking subject headings and classification numbers, using latest editions of suitable tools
- resolving simple cataloguing problems
- maintaining cataloguing records, including authorities

Other Attributes

- working as part of a cooperative network
- working in a team
- attention to detail
- time management
- keyboarding
- database searching

Unit encompasses all types of materials (books, journals, and AV/electronic/graphic/cartographic/music/microform items); it includes materials in English and other languages.

Related Units : Nil

Competency Number: 21 ASF Level: 4

Competencies Description: *Maintain accessibility of information*

Key Element 1 Maintain client service

Key Element 2 Make effective use of equipment and technological applications

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS020	Basic Reference Sources	Diploma
ITG401	Data Communications Applications	Diploma
LIS029	Managing an Information Agency Environment	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of using electronic databases and technological applications in a library
- Examples of trouble shooting in technological applications (hardware/software problems, database upgrades, email applications)
- Examples/documentation prepared to avoid problems in these areas

Applicant should be able to demonstrate

Knowledge

- policies and procedures in a range of libraries in relation to services, facilities
- in depth knowledge of computer applications in libraries and information agencies
- client groups' needs

Skills

- working effectively with clients to provide and maintain their access to relevant information
- operating equipment and technological applications
- resolving problems with equipment and technological applications
- using databases effectively for accessing/entering/retrieving information for clients

Other Attributes

- anticipating technological problems
- anticipating problems of access to equipment
- attention to detail

Working on a help desk in a computing support area will assist in the development of skills for this unit. Aspects of the three modules above provide evidence of the knowledge and skills required for competence in this unit.

This is a common unit at level 4.

Related Units : 4, 38

Competency Number: 22 ASF Level: 4

Competencies Description: *Maintain service area environment, resources and equipment*

Key Element 1 Maintain service area requirements

Key Element 2 Maintain physical requirements of service area

Key Element 3 Maintain facilities for storage and display

Key Element 4 Implement and monitor maintenance of equipment operation and functions

Key Element 5 Maintain requirements for acceptable behaviour in the library

Key Element 6 Implement and monitor security processes

On-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS029	Managing an Information Agency Environment	Diploma
ABD569	Occupational Health and Safety Management in the Library Industry	Diploma
LIS036	Preservation of Materials	Diploma
NCS011	Client Interaction	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Evidence from workplaces detailing examples of resolving client behavioural problems, working with clients to achieve effective outcomes, maintaining a suitable environment for clients, upgrading storage and housing facilities for library materials or client comfort, maintaining equipment and security
- Certificates for special training/courses eg occupational health and safety management issues, managing difficult clients
- Any other relevant documentation, eg OH&S management plan devised by applicant, booklets on client access and behaviour in the library

Applicant should be able to demonstrate

Knowledge

- techniques for monitoring the operations of a service area, including client satisfaction, occupational health and safety, issues relating to client behaviours
- occupational health and safety management
- library standards and standards setting
- physical requirements of libraries

Skills

- organising and planning a safe work environment
- identifying needs of clients with special needs
- maintaining records
- organising storage/housing facilities effectively and in line with client needs
- oversighting a stocktake
- planning and supervising relocation of library stock
- maintaining library equipment
- monitoring client behaviours and resolving disputes
- monitoring security systems and equipment

Other Attributes

- attention to detail
- support safe work practices
- working with clients
- conflict resolution
- mediation and negotiation

This unit is chiefly addressed by LIS029 Managing an Information Agency Environment with the supporting occupational health and safety module (ABD507). Relationships with clients are addressed in NCS011 Client Interaction. The physical requirements of the environment in terms of preservation and conservation aspects are dealt with in the specialist elective LIS036 Preservation of Materials.

Related Units : 6, 40

Competency Number: 23 ASF Level: 4/5

Competencies Description: *Contribute to effective working relationships*

Key Element 1 Contribute to effective working groups and processes

Key Element 2 Conduct meetings

Key Element 3 Facilitate group discussions

Key Element 4 Maintain and improve work communication

Key Element 5 Negotiate with others

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
NGMS209	Managing Self	Diploma
LIS029	Managing an Information Agency Environment	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Documentation from workplace or other relevant situation which supports this competency, eg statements from the president or chair of a local community group, organisation or society stating the role of the applicant and their contribution to outcomes
- Documentation from workplace or other relevant situation demonstration skills in written communication (minutes, reports, proposals, newsletters, articles)
- Relevant certificates: Conflict Resolution/Negotiation Skills
- Detail of working relationships through other examples, eg Home/children/small business/study/property purchase/travel schedules/staff supervision

Applicant should be able to demonstrate

Knowledge

- setting and achieving group goals/ work goals
- group dynamics
- meeting procedures
- equal employment opportunity and industrial democracy issues
- communicating with different groups
- nonverbal communication
- cross cultural issues

Skills

- conducting meetings
- working in a group
- time management
- setting goals
- negotiating
- problem solving
- resolving conflict situations
- communicating orally and in writing

Other Attributes

- working with others
- respect
- loyalty
- working ethically

The knowledge and skills from different life situations will contribute to the recognition of this unit. They are also addressed through aspects of both modules above.

This is a common unit at levels 4 and 5.

Related units : 8

Competency Number: 24 ASF Level: 4

Competencies Description: *Maintain own work, work performance and learning*

Key Element 1 Organise own work

Key Element 2 Maintain acceptable standard of work

Key Element 3 Address areas for development and learning

Key Element 4 Contribute to workplace change and development

On-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
NGMS105	Managing Operations - Change	Diploma
LIS029	Managing an Information Agency Environment	Diploma
NGMS209	Managing Self	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Copy of applicant's personal development/career plan
- Copy of latest curriculum vitae showing courses undertaken
- Examples of training conducted, eg plans, evaluation, outcomes
- Examples of personal growth and development, eg development of procedures manuals, contribution to committee or task force work.
- Examples of managing own work and priorities

Applicant should be able to demonstrate

Knowledge

- time management
- change process
- career pathways in the information industry
- quality measures

Skills

- self organisation
- time management
- prioritising work
- setting goals

Other Attributes

- working ethically and within legal constraints
- adaptability

Examples from prior experience (at level 4) will be relevant for this unit. Applicant should provide copies of any materials which show their organisation skills, approach to quality performance, contribution to workplace change. The three modules listed above provide the background knowledge and skills for this module, which can be assessed in the workplace, using Industry Placement 2 (LIS032).

This is a common unit at level 4.

Related Units : 9, 44

Competency Number: 25 ASF Level: 4

Competencies Description: *Organise and coordinate work activities*

Key Element 1 Implement policies and procedures

Key Element 2 Organise and coordinate resources

Key Element 3 Contribute to the review, acquisition and use of equipment, fittings and furniture

Key Element 4 Establish and maintain interaction with others

Key Element 5 Contribute to workplace change and development

On-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS029	Managing an Information Agency Environment	Diploma
ABD569	Occupational Health and Safety Management in the Library Industry	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples from the workplace eg managing small library/branch library/section/work area/office/business/assisting in reference area
- Examples of health and safety audits developed by applicant, contribution to a management plan for health and safety
- Certificates for training activities undertaken, eg client interaction, managing work flows, occupational health and safety management, budgeting, work designing, workplace change

Applicant should be able to demonstrate

Knowledge

- change management
- resources, materials and equipment in libraries and information agencies in the provision of information
- workplace policies and procedures in libraries and information agencies

Skills

- monitoring and reporting on OH&S standards
- organising and delegating work
- monitoring and reporting on work outcomes
- resourcing within budgetary limitations
- report writing
- preparing procedure manuals and other relevant documentation
- evaluating services
- monitoring the level of change and preparing staff/clients

Other Attributes

- adaptable, flexible
- working with others
- cooperative work practices
- responsive
- attention to detail
- working for quality outcomes

Examples from prior experience (at level 4) will be relevant for this unit. Applicant should provide copies of any materials which show their skills in working in a small group in a specified work area, in achieving outcomes within budgetary constraints. The two modules listed above provide the background knowledge and skills for this module.

Related Units 15, 26, 43

Competency Number: 26 ASF Level: 4

Competencies Description: *Organise and coordinate the work of others*

Key Element 1 Provide information, advice and support to other staff

Key Element 2 Contribute to the monitoring and maintenance of effective work performance

Key Element 3 Contribute to the identification and development of staff potential

Key Element 4 Contribute to the implementation and monitoring of relevant legislative and work requirements

Key Element 5 Contribute to staff recruitment and selection

Key Element 6 Compile and maintain staff records

On-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
ABD569	Occupational Health and Safety Management in the Library Industry	Diploma
LIS029	Managing an Information Agency Environment	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples from workplace where supervision or coordination of staff activities is involved, where applicant has the responsibility to identify staff potential, and, in conjunction with staff, to develop training plans and career path options
- Examples of personal development plans or career plans developed in conjunction with staff
- Copy of latest curriculum vitae showing courses undertaken
- Examples of training conducted, eg plans, evaluation, outcomes
- Examples of personal growth and development, eg development of procedures manuals, contribution to committee or task force work.
- Examples of skills audits undertaken, interviews conducted.

Applicant should be able to demonstrate

Knowledge

- career pathways
- staffing policies and procedures in library and information agencies
- recruitment policies and procedures
- workplace laws and legislation including EEO and ID requirements
- interview processes

Skills

- working effectively with staff
- delegating
- negotiating, liaising
- resolving conflicts
- interviewing skills
- performance evaluation
- providing feedback
- monitoring legal and regulatory requirements

Other Attributes

- working with others
- cooperative work practices
- working ethically
- respect for individual ability and rate of personal growth

The knowledge and skills required for this unit may be acquired through working in a range of workplaces other than libraries and information agencies. However, awareness of a library work environment would need to be demonstrated for recognition purposes.

Related Units : 15, 25, 43

Competency Number: 27 ASF Level: 4

Competencies Description: *Provide research assistance*

Key Element 1 Confirm research objectives and required outcomes

Key Element 2 Collect and analyse information

Key Element 3 Present findings

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS033	Research Project	Diploma

Evidence

- Formal reports involving research for a client or a workplace
- Copies of results of formal further education courses

Applicant should be able to demonstrate

Knowledge

- research methodologies
- activity planning
- presentation methods and skills
- working to a budget

Skills

- researching
- collecting & analysing information
- goal setting
- selecting appropriate information
- report writing
- presenting conclusions and outcomes formally

Other Attributes

- working independently
- working closely with clients
- acknowledging clients' needs

Evidence from research undertaken as part of a university course, or in a relevant workplace, may be considered.

Related Units : 45

Competency Number: 28 ASF Level: 5

Competencies Description: *Provide clients with access to required information*

Key Element 1 Determine client information requirements

Key Element 2 Determine assistance and search strategy

Key Element 3 Use information sources to meet client requirements

Key Element 4 Assist client to access required information

Key Element 5 Package information

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS033	Research Project	Diploma
LIS021	Research Sources and Strategies	Diploma
NCS011	Client Interaction	Diploma
LIS031	Client Education and Training	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of client interviews, surveys
- Examples of research undertaken for clients or work situation
- Examples of training programs conducted and their evaluation

Applicant should be able to demonstrate

Knowledge

- wide range of information sources in all types of formats
- detailed searching strategies
- reference interview techniques
- matching client needs to available resources
- working within budgets and timelines
- assisting clients to undertake their own research in a library or information environment

Skills

- communicating
- interviewing
- accessing information
- researching
- packaging of information to suit client needs

Other Attributes

- work with others
- cooperative work practice
- time management
- quality outcomes

Unit requires assessment of client needs and the provision of information to suit those needs at level 5. The four modules listed above provide the underpinning knowledge and skills which can be reinforced through elective module, LIS034 Specialist Information Resource Development and Access.

Related Units : 1, 17, 49

Competency Number: 29 ASF Level: 5

Competencies Description: *Provide training*

Key Element 1 Prepare for training

Key Element 2 Deliver training

Key Element 3 Review training

Off-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
NCS011	Client Interaction	Diploma
LIS031	Client Education and Training	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Documentation relating to the planning and conducting of formal training programs for individual clients or groups of clients
- Evaluation of training programs
- Evidence of formal training in this area
- Professional Development plan

Applicant should be able to demonstrate

Knowledge

- position of training within overall objectives of library and information agency
- techniques for identification of training needs
- training strategies and plans
- assessment processes
- evaluation processes

Skills

- communicating clearly
- planning and costing a training program
- delivering a training program
- teaching techniques, eg questioning, providing opportunities for practice
- assessing a training program
- evaluating a training program
- maintaining training records

Other Attributes

- working with others
- listening and reflecting
- appreciating individual differences and learning styles

The knowledge and skills relevant to this unit may be acquired in a range of work situations where the applicant has responsibility for some training.

This is a common unit at level 5.

Related Units : 12

Competency Number: 30 ASF Level: 5

Competencies Description: *Establish and maintain consultation with client groups*

Key Element 1 Plan client community links

Key Element 2 Establish and maintain service/client links

Key Element 3 Respond to client comments and complaints

On-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS030	Information Access for Client Groups	Diploma
NCS011	Client Interaction	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Statements from agencies, community groups and organisations, societies, that the applicant has worked with, eg migrant groups, teachers from local colleges
- Samples of techniques the applicant has used to maintain links, eg newsletters, surveys, special arrangements
- Client surveys undertaken and reported

Applicant should be able to demonstrate

Knowledge

- the range of client groups in local community
- networking techniques and strategies
- client access policies and procedures in libraries and information agencies
- cultural awareness
- local community/region informational needs

Skills

- communicating with a wide range of client groups
- resolving conflict
- planning client consultation strategies
- establishing formal consultation links
- maintaining formal consultation links
- identifying special needs of client groups
- researching

Other Attributes

- working independently
- working as an outposted officer
- innovative ideas
- responsiveness

Related Units : Nil

Competency Number: 31 ASF Level: 5

Competencies Description: *Promote the library and library services*

Key Element 1 Develop public/client community networks

Key Element 2 Represent the library to the client community

Key Element 3 Organise special promotions

Key Element 4 Organise and coordinate the production of promotion displays and materials

On-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS035	Promoting an Information Agency	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of local networks developed or maintained by the applicant, and strategies used
- Promotional materials developed eg video, booklets, photos, reports
- Examples of the planning, organising, mounting and reporting of promotional activity/ events

Applicant should be able to demonstrate

Knowledge

- existing local client community networks
- networking techniques and strategies
- client access and use policies and procedures in libraries and information agencies
- advocacy in libraries and information agencies
- the role of promotion in libraries and information agencies
- the role of media in promotion

Skills

- networking (developing and maintaining)
- promoting the library/information agency through different mechanisms
- planning, organising and conducting promotional activities using variety and innovation
- mounting a promotional campaign with a limited budget and resources
- evaluating promotional campaigns and events

Other Attributes

- working with a community
- using promotional opportunities effectively
- variety and innovation
- project management

The knowledge and skills acquired in promoting other types of service agencies may also provide evidence for this unit. The module LIS035 Promoting an Information Agency covers this unit effectively.

Related Units : 3, 11, 18

Competency Number: 32 ASF Level: 5

Competencies Description: *Provide client education*

Key Element 1 Identify target client groups and their education needs

Key Element 2 Plan for particular client education activity

Key Element 3 Deliver client education activity

Key Element 4 Review and evaluate client education activity

On-the-job ✓ Combination ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS031	Client Education and Training	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of client education and training programs in the workplace
- Samples of training plans developed by applicant, evaluation and training reviews
- Evidence of any formal qualifications in education and training

Applicant should be able to demonstrate

Knowledge

- role of client education within workplace context
- techniques for assisting clients to recognise their education and training needs
- planning effective client education programs
- planning and mounting effective client education programs

Skills

- identifying target groups
- planning an education and training program based on identified needs and within specified resources
- structuring individual sessions to reflect objectives, content, level of interaction required
- delivering a client education program at a level appropriate to group size, interests
- evaluating client education program by collecting and analysing qualitative and quantitative data
- proposing changes to program content and structure based on evaluation

Other Attributes

- working with clients
- interpersonal skills
- organisational skills

Related Units : Nil (within paraprofessional ranges)

Competency Number: 33 ASF Level: 5

Competencies Description: *Coordinate selection and acquisition of information*

Key Element 1 Contribute to library's policies

Key Element 2 Collate and review proposals for acquisition

Key Element 3 Assess qualities of proposed acquisitions

Key Element 4 Propose and/or act on selections

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS028	Collection Development	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Example of collection development plan devised or contributed to by applicant
- Descriptions of liaison and research activities with staff/users in relation to collection development and collection building

Applicant should be able to demonstrate

Knowledge

- acquisition policies and procedures in libraries and information agencies
- bibliographic tools and sources of bibliographic information
- client groups in libraries and information agencies

Skills

- assessing and monitoring clients' information needs
- developing proposals for new acquisitions against a specified policy statement
- assessing such proposals against a specified policy statement and against information on client needs
- assessing requested format in terms of a value-for-money approach (physical durability)
- locating alternative formats for the desired information
- acquiring information expeditiously and efficiently maintaining records

Other Attributes

- attention to detail
- accuracy
- value for money

The module LIS028 Collection Development covers units 33 and 34.

Related Units : Nil

Competency Number: 34 ASF Level: 5

Competencies Description: *Contribute to collection development*

Key Element 1 Identify the information required

Key Element 2 Review information available for access

Key Element 3 Identify and assess options for obtaining information

Key Element 4 Contribute to review of collection

Key Element 5 Recommend or act on information acquisition or disposal

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS028	Collection Development	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Example of collection development plan devised or contributed to by applicant
- Descriptions of liaison and research activities with staff/users in relation to collection development and collection building

Applicant should be able to demonstrate

Knowledge

- collection development policies in libraries and information agencies including selection and weeding policies
- client groups' informational needs
- library's role and contribution to the national collection of information
- the publishing trade
- legal issues, eg Archives Act, disposal schedules

Skills

- bibliographic searching, checking, verification
- assessment of purchases and gifts against established criteria, including resource sharing arrangements
- negotiating with suppliers
- reviewing collection regularly in line with established procedures
- stocktaking and weeding procedures

Other Attributes

- working in a team
- working independently
- accuracy
- liaising and negotiating
- attention to detail

This unit is covered by LIS028 Collection Development which also covers Unit 33.

Related Units : Nil

Competency Number: 35 ASF Level: 5

Competencies Description: *Organise information for client access*

Key Element 1 Anticipate need and organise required information

Key Element 2 Develop and maintain simple database

Key Element 3 Contribute to the maintenance and improvement of databases

Key Element 4 Contribute to the review of new systems to organise and access information

Off-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS034	Specialist Information Resources Development and Access	Diploma
LIS029	Managing an Information Agency Environment	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of databases to which applicant has contributed, or developed to facilitate client access
- Training courses on database construction

Applicant should be able to demonstrate

Knowledge

- database structure and construction
- databases used in libraries and information agencies
- client groups and their informational needs
- computing systems used in libraries and information agencies, their functions and capacity

Skills

- developing a small database for a specific need
- using techniques for advanced database searching
- inputting information into databases
- maintaining database information and its currency
- reviewing new systems for organising information
- reviewing new systems for accessing information

Other Attributes

- working with others
- work with clients or client groups
- systems thinking

The focus of this unit is on the organisation of information to suit client needs through the use of computerised systems, predominantly databases. Evidence of databases constructed to suit the needs of a particular client group would be relevant for recognition. The modules listed above address different aspects of this unit.

Related Units : 20

Competency Number: 36 ASF Level: 5

Competencies Description: *Catalogue and classify material*

Key Element 1 Analyse material

Key Element 2 Catalogue material

Key Element 3 Classify material

Key Element 4 Contribute to maintenance and development of cataloguing practices

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS026	Cataloguing Procedures	Diploma
LIS025	Subject Access	Diploma
LIS024	Library Classification	Diploma
LIS023	Bibliographic Description and Access	Diploma
ITG401	Data Communications Applications	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of cataloguing work, including original cataloguing, modification of records
- Examples of authority file creation, maintenance

Applicant should be able to demonstrate

Knowledge

- procedures & policies in technical services areas in libraries and information agencies
- wide range of commonly used cataloguing tools
 - AACR latest edition
 - classification schemes eg DDC and LCC
 - subject headings lists and thesauri eg LCSH
 - data entry manuals
- authority systems and files
- common automated cataloguing modules
- catalogue maintenance principles and activities

Skills

- allocating priorities for cataloguing
- classifying
- cataloguing
- subject analysis
- modifying and upgrading records to suit client needs (eg including additional access points, establishment of new authorities)
- using precedents to inform the cataloguing of complex materials
- conforming to national/international systems

Other Attributes

- working independently
- working in a team
- accuracy
- consistency
- problem solving
- lateral thinking

Evidence should be provided of applicant's ability to catalogue a wide range of materials in all formats, published and unpublished, and in languages other than English. A knowledge of a number of automated cataloguing modules is expected. The five modules above cover the range of skills expected in this unit.

Related Units : 20

Competency Number: 37 ASF Level: 5

Competencies Description: *Analyse and describe material*

Key Element 1 Identify requirements for descriptions of material

Key Element 2 Analyse material

Key Element 3 Describe material and format description

Key Element 4 Monitor and review analysis and description practices and procedures

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS037	Indexing and Abstracting	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of indexing undertaken for different databases, clients

Applicant should be able to demonstrate

Knowledge

- principles of subject access
- principles of thesauri used in indexing
- types of indexes and abstracts
- abstracting & indexing standards and methods, including description and cross referencing of access points and descriptors
- indexing and abstracting policies and procedures

Skills

- analysing and describing items to expected standards
- abstracting of items
- allocation of descriptors (major and minor)
- developing and maintaining reference structure to suit client needs
- enhancing subject access through indexing
- monitoring and reviewing content and description of indexes and abstracts to ensure they meet client needs

Other Attributes

- working independently
- attention to detail
- analytical skills

Related Units : Nil

Competency Number: 38 ASF Level: 5

Competencies Description: *Improve accessibility of information*

Key Element 1 Respond to requests for assistance for a recognised access problem

Key Element 2 Increase awareness of services and sources of networked information for clients

Key Element 3 Contribute to development of policy and processes to improve accessibility of information

Key Element 4 Make effective use of means to access networked information

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS021	Research Sources and Strategies	Diploma
LIS033	Research Project	Diploma
ITG401	Data Communications Applications	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples from work environment in relation to increased accessibility of information through use of network facilities and sources of information, including databases.
- Examples of effective use of Internet to assist access to information

Applicant should be able to demonstrate

Knowledge

- information resources
- information networks
- using the Internet as an information source
- client services in libraries and information agencies (at least two types)

Skills

- interviewing clients to assess the nature of the access problem
- searching networks and remote databases for required information
- efficient database searching techniques
- contributing to policy development on use of networks and access to information
- knowledge of navigational tools and methods

Other Attributes

- working with clients
- attention to detail

This unit focuses on the efficient use of networks, including the Internet, to satisfy client requests, and the development of an awareness of different types of networks that contribute to improvements in service. The knowledge and skills acquired through the three modules identified above will provide a basis for recognition; this would be consolidated in a suitable period of employment such as in LIS032 Industry Placement II.

This is a common unit at level 5.

Related Units : 4, 21

Competency Number: 39 ASF Level: 5

Competencies Description: *Initiate and carry out projects*

Key Element 1 Propose project

Key Element 2 Identify the methodology to achieve project goals and objectives

Key Element 3 Determine the resources and timescale for the project

Key Element 4 Undertake project activities

Key Element 5 Evaluate project

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS033	Research Project	Diploma
LIS032	Industry Placement II	Diploma

Evidence

- Supporting statement from section supervisor or equivalent
- Position descriptions
- Evidence of further formal education programs for which research was undertaken
- Evidence of project outcomes, eg report, submission, video, book
- Statement from those who benefited from the project eg clients

Applicant should be able to demonstrate

Knowledge

- project management strategies and techniques
- research methods
- evaluation

Skills

- submitting a project proposal
- defining project goals and outcomes
- assembling relevant research
- establishing reporting mechanisms
- determining suitable methodology
- determining resources and timeline
- undertaking the project
- evaluating the outcomes

Other Attributes

- working independently
- working with clients
- time management
- goal setting

Knowledge and skills required for this unit could be acquired through a variety of workplace environments requiring research and project management skills. LIS033 Research project or NGMS213 Managing Projects also address the skills required.

Related Units : Nil (at library technician level)

Competency Number: 40 ASF Level: 5

Competencies Description: *Manage maintenance of library environment*

Key Element 1 Evaluate maintenance requirements, costs and alternatives

Key Element 2 Provide for maintenance and repair

Key Element 3 Implement purchase processes

Key Element 4 Organise and coordinate the installation of equipment, fittings or furniture

Key Element 5 Minimise consumption rates and energy usage

On-the-job ✓ Combination ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS029	Managing an Information Agency Environment	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of documentation from suitable workplaces, eg maintenance schedules, furniture and fittings reviews and proposals

Applicant should be able to demonstrate

Knowledge

- occupational health and safety legislation in at least one state/territory
- library policies in relation to accommodation, equipment, fittings & furniture

Skills

- analysing environmental needs within a library/information agency environment
- developing a maintenance and replacement schedule for accommodation, equipment, furniture and fittings
- selecting, ordering & purchasing items in line with OH&S requirements
- planning strategies to implement replacement or maintenance schedules
- measuring and evaluating building, facility, equipment and energy use

Other Attributes

- working in a team
- cost-benefit awareness
- attention to detail
- responsive

Knowledge and skills for this unit may be acquired from work environments other than libraries.

Related Units : 6, 22.

Competency Number: 41 ASF Level: 5

Competencies Description: *Maintain and modify technological applications in the library*

Key Element 1 Maintain processes relevant to technological applications

Key Element 2 Monitor and evaluate application use

Key Element 3 Identify and rectify bugs

Key Element 4 Effect installation of hardware

Key Element 5 Effect installation of software and updates

Key Element 6 Modify applications to meet library needs

Key Element 7 Assist and train users

On-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
ITG401	Data Communications Applications	Diploma
LIS031	Client Education and Training	Diploma
ITG403	Introduction to Local Area Networks	Diploma
ITD511	Software and Data Security	Diploma
ITH403	PC Peripheral Devices	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples from work environment in relation to maintaining PC, PC networks, LANs
- Certificates of training in systems maintenance and support

Applicant should be able to demonstrate

Knowledge

- computer hardware & software applications
- 'help-desk' support procedures and routines
- LANs
- data security
- peripherals
- training PC users

Skills

- monitoring & evaluating hardware & software requirements
- installing hardware & software
- installing upgrades
- identifying problems related to the technology and resolving them
- installing and monitoring data security systems, backup procedures
- modifying system to suit users
- training users in using technology efficiently

Other Attributes

- working in a changing environment
- working in a technological environment
- adaptable
- forward looking

The knowledge and skills required for recognition in this unit are heavily computer oriented. It is expected most applicants for recognition will have completed national modules from the IT industry, or had substantial industry experience in a PC environment. Note that the last 3 modules above are not a compulsory part of the Diploma course.

Related Units : Nil

Competency Number: 42 ASF Level: 5

Competencies Description: *Contribute to planning and acquisition of computer systems*

Key Element 1 Determine functional requirements of the system

Key Element 2 Determine other requirements and implications of the system

Key Element 3 Assess the ability of relevant existing computer systems to meet needs

Key Element 4 Recommend action

On-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
ITB415	User Needs Analysis	Diploma
LIS029	Managing an Information Agency Environment	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples from workplace, eg equipment purchase plan, RFT and RFP documents that applicant developed

Applicant should be able to demonstrate

Knowledge

- computer systems & network requirements within libraries and information agencies
- information needs in libraries and information agencies
- library's longer term goals and policies
- new technological developments relevant to libraries and information agencies

Skills

- carrying out a needs analysis for new computer system
- determining requirements of system
- assembling relevant information, eg costs, additional requirements
- develop specifications
- consulting users
- developing recommendations for purchase, upgrade, noting costs, timelines

Other Attributes

- working with users and user groups
- attention to detail
- forward thinking
- innovative

This unit requires specialist technical knowledge and skills in hardware and software development. The modules in the current Diploma course do not address this unit at the required depth for recognition. User Needs Analysis is not part of the compulsory modules in the Diploma.

Related Units : Nil

Competency Number: 43 ASF Level: 5

Competencies Description: *Lead a team*

Key Element 1 Contribute to the development of team objectives and priorities

Key Element 2 Develop and maintain team approach

Key Element 3 Contribute to the development and maintenance of cooperative and effective team working processes

Key Element 4 Contribute to the development and application of team and other work competencies

Key Element 5 Contribute to achievement of legislative and work requirements

Key Element 6 Contribute to staff recruitment and selection

On-the-job ✓ Combination ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS031	Client Education and Training	Diploma
NGMS105	Managing Operations - Change	Diploma
LIS029	Managing an Information Environment Agency	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of team work and team projects from applicant's workplaces
- Examples of skills audit undertaken by applicant
- Relevant training certification, eg recruitment, interviewing, workplace legal obligations, team work

Applicant should be able to demonstrate

Knowledge

- policies and procedures in libraries and information agencies relevant to the team's responsibilities
- policies and procedures in libraries and information agencies relevant to personnel matters (recruitment)
- relevant legislation (occupational health and safety)
- group dynamics
- leadership styles and strategies

Skills

- clarifying team goals and outcomes
- developing a team culture
- developing cooperative methods of working and reporting
- assessing of team skills and developing a training plan for the team
- providing feedback
- monitoring progress
- selecting staff through the interview process
- interviewing
- inducting staff into existing team

Other Attributes

- working with others
- working as part of a team
- sensitivity to different cultures
- sensitivity to the needs of others
- time management

The knowledge and skills required by this unit concern the development of leadership and team skills. The modules in the current Diploma course will assist in part to achieve this unit but additional skills will be needed to demonstrate competence.

Related Units : 15, 25, 26.

Competency Number: 44 ASF Level: 5

Competencies Description: *Manage own work, development and learning*

Key Element 1 Develop and maintain relevant knowledge base/framework in a changing environment

Key Element 2 Manage own work

Key Element 3 Address areas for development and learning

Key Element 4 Contribute to change and development

On-the-job ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
ABD569	Occupational Health and Safety Management in the Library Industry	Diploma
NGMS105	Managing Operations - Change	Diploma
NGMS209	Managing Self	Diploma
LIS032	Industry Placement 2	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of applicant's personal development plan or career plan
- Copy of current curriculum vitae showing courses and training completed
- Description of workplace/life experience showing applicant's adaptability and management of change

Applicant should be able to demonstrate

Knowledge

- techniques for keeping abreast of major developments in the industry, and the impact of such developments on library operations (eg competitive cooperative tendering, user-pays policies)
- legal and ethical issues
- personal development strategies

Skills

- organising own work to ensure planned outcomes and priorities are met
- developing a personal development plan/career plan to achieve specified goals
- developing networks
- identifying the impact of change on work patterns and outcomes
- contributing to professional standards and activities

Other Attributes

- working independently
- adapting to change
- collaborative work practice
- time management

This is a common unit at level 5.

Related Units : 9, 24

Competency Number: 45 ASF Level: 5

Competencies Description: *Collect, analyse and evaluate information for research*

Key Element 1 Identify sources and availability of information

Key Element 2 Collect information to achieve research objectives

Key Element 3 Analyse and evaluate research information

Key Element 4 Report the results of the research

Off-the-job ✓ **On-the-job** ✓ **Combination** ✓

Relevant Modules

(NB: read comments below carefully as some modules cover different parts of the specified competency)

Module Code	Module Name	Type
LIS033	Research Project	Diploma

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Evidence of further formal education which required research to be undertaken
- Copies of research undertaken for clients' own work

Applicant should be able to demonstrate

Knowledge

- research methodologies
- methods of analysis (qualitative and quantitative)
- activity planning
- research sources and collecting methods
- protocols and other agreements impacting on use of materials
- presentation methods and skills
- working to a budget

Skills

- identifying research need
- assembling information for research purposes
- analysing and evaluate information in line with research objectives
- determine results and conclusions
- reporting outcomes
- evaluating the project

Other Attributes

- working independently
- working under direction of a client
- working ethically

Related Units : 27, 59