



Australian Government

BSBLIB202 Process information resource orders

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to determine, order and receive orders for information resources according to organisational acquisition procedures.

It applies to individuals undertaking straightforward administrative and organisational functions in a library or information services context, generally under supervision, within established procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Library – Information Services

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Determine ordering requirements	1.1 Search for and verify bibliographic details for requested information resources within required timeframes 1.2 Check availability and estimated cost of requested information resources 1.3 Select suppliers according to organisational guidelines 1.4 Check supplier performance to inform selection, and report performance problems to appropriate colleagues
2 Order information resources	2.1 Create and despatch order records according to organisational procedures 2.2 Prioritise urgent orders and action to expedite receipt

ELEMENT	PERFORMANCE CRITERIA
	<p>2.3 Check progress of orders and take appropriate follow-up action where necessary</p> <p>2.4 Update records of ordered material to reflect changes in availability or price according to organisational procedure</p> <p>2.5 Refer problems with processing orders to appropriate personnel as required</p>
3 Receive information resources	<p>3.1 Accept materials and complete checking processes against invoice and order details</p> <p>3.2 Process invoices for payment or raise queries with suppliers</p> <p>3.3 Follow organisational procedures when making claims to suppliers for missing, damaged or incorrect material</p> <p>3.4 Record details of material received according to organisational procedures</p> <p>3.5 Complete physical processing tasks for received items as required</p> <p>3.6 Sort received items in priority order ready for cataloguing</p> <p>3.7 Update relevant records and note irregularities</p>

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 2.1-2.4, 3.1, 3.3, 3.4, 3.6, 3.7	<ul style="list-style-type: none"> Identifies and interprets relevant information and ideas within familiar contexts such as the checking process and interpreting order information
Writing	1.1, 1.3, 2.1-2.4, 3.1-3.4, 3.7	<ul style="list-style-type: none"> Conveys intended meaning on familiar topics for a limited range of purposes and audiences, such as completing order information and corresponding with colleagues and suppliers
Oral Communication	1.4, 2.3, 2.5, 3.2, 3.3	<ul style="list-style-type: none"> Interacts effectively in verbal exchanges, using active listening and questioning to convey and clarify information
Numeracy	1.2, 2.1, 2.4, 3.1-3.4, 3.7	<ul style="list-style-type: none"> Performs basic mathematical calculations to interpret orders and invoices and other numeric data

Navigate the world of work	1.1, 1.3, 1.4, 2.1, 2.4, 3.3, 3.4	<ul style="list-style-type: none"> Understands roles and responsibilities and follows workplace procedures Seeks clarification or assistance when required Completes work activities in a timely fashion
Interact with others	1.4, 2.3, 2.5, 3.2, 3.3	<ul style="list-style-type: none"> Uses a limited range of accepted practices for communicating in a work environment
Get the work done	1.1, 1.4, 2.2, 2.3, 2.5, 3.2, 3.5-3.7	<ul style="list-style-type: none"> Plans and implements routine tasks and workload making limited decisions on sequencing and timing Makes low-impact decisions around immediate, clearly defined tasks Automatically implements standard procedures for routine decisions in response to familiar problems Uses digital technology for basic reading, recording and searching information, and for communications following routine procedures

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLIB202 Process information resource orders	CULINS202A Process information resource orders	<p>Updated to meet Standards for Training Packages</p> <p>Unit moved from Library, Information and Cultural Services Training Package to Business Services Training Package.</p>	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>