



Australian Government

BSBINS203 Assist with circulation services

Release: 1

BSBINS203 Assist with circulation services

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to process loan transactions and respond to circulation and lending enquiries from customers.

The unit applies to individuals working under supervision within established organisational policies and procedures, in frontline library and information services roles.

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

Unit Sector

Technical Skills – 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. Provide information to customers	1.1 Use circulation and lending systems and procedures and provide current and accurate information to customers 1.2 Assist relevant stakeholders with basic enquiries 1.3 Explain use of self-service systems in libraries 1.4 Respond to customer enquiries or refer to relevant stakeholder
2. Process loan transactions	2.1 Check and process customer registration details according to organisational policies and procedures 2.2 Complete transactions according to organisational policies and procedures 2.3 Prioritise competing demands for service 2.4 Complete checking and processing of material according to organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
3. Identify and escalate irregularities	3.1 Identify irregularities in transactions 3.2 Consult with relevant stakeholders and escalate issues, where required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	Interprets, consolidates and checks completeness and accuracy of information
Writing	Uses simple vocabulary, grammatical structures and conventions
Oral Communication	Selects and uses appropriate words to establish and maintain effective spoken communication with customers and colleagues
Self-management	Understands roles and responsibilities and makes basic decisions on work completion parameters
Problem solving	- Makes low-impact decisions around immediate, clearly defined tasks - Implements standard procedures for routine decisions in response to familiar problems
Technology	Uses digital technology for basic reading, recording and searching information, and for communications following routine procedures

Unit Mapping Information

Supersedes and is equivalent to BSBLIB201 Assist with circulation services.

Supersedes but is not equivalent to BSBLIB202 Process information resource orders.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>