



Australian Government

BSBINS304 Process and maintain information resources

Release: 1

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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 locate, check, record, store and maintain multimedia, digital and print-based information.

The unit applies to individuals working in a library and information services context who are responsible for processing and maintaining information resources, generally under supervision and within established procedures.

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. Undertake information processing tasks	1.1 Label and protect information resources and apply security measures 1.2 Check outsourced shelf-ready items for processing according to organisational procedures 1.3 Identify details of information resources according to organisational procedures and processing systems 1.4 Identify issues with processing systems and procedures and report to relevant stakeholders
2. Arrange resources to facilitate access	2.1 Check and organise information resources for arrangement and classification 2.2 Arrange and shelve resources according to required classification order and organisational requirements

ELEMENT	PERFORMANCE CRITERIA
	2.3 Identify and follow safety procedures when handling resources
3. Monitor resources	3.1 Check resources for correct arrangement and report missing or damaged resources 3.2 Undertake basic maintenance and minor repairs of damaged resources and refer unresolved repairs to supervisor

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 and data
Writing	Records and completes information in organisational systems
Oral Communication	Interacts effectively in verbal exchanges, using active listening and questioning to convey and clarify information
Numeracy	Identifies and comprehends mathematical information related to counting and checking information resources
Teamwork	Complies with work instructions and contributes to work group discussions using accepted conventions
Self-management	Determines job sequence and works logically and systematically to undertake clearly defined tasks in an effective manner
Problem solving	- Makes low-impact decisions within familiar situations, based on a range of pre-defined or routine solutions - Responds to predictable routine problems and implements standard or logical solutions
Technology	Uses digital technology for basic reading, recording and searching information, and for communications following routine procedures and security requirements

Unit Mapping Information

Supersedes and is equivalent to BSBLIB306 Process and maintain information resources.

Links

Companion Volume Implementation Guide is found on VETNet -

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