



**Australian Government**

# **BSBINS403 Obtain information from external and networked sources**

**Release: 1**

## BSBINS403 Obtain information from external and networked sources

### 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 establish the information needs of relevant stakeholders, and then search external and networked sources to meet those needs.

The unit applies to those who are working in library services within established guidelines and under general supervision. They may be working in public, school, medical, law, business, or academic libraries. Requests relate to information that cannot be satisfied from sources within the organisation.

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. Determine stakeholder information needs	1.1 Determine and confirm exact nature of information needs with relevant stakeholder 1.2 Discuss options for satisfying requests with relevant stakeholder, taking into account any specific requirements 1.3 Keep relevant stakeholder informed of delivery progress 1.4 Recommend alternative options to fulfil relevant stakeholder information needs, where required
2. Clarify details of required information resources	2.1 Verify bibliographic and other relevant details and locate required information resources 2.2 Check availability of required information from external or

ELEMENT	PERFORMANCE CRITERIA
	networked sources
3. Search external and networked sources	3.1 Complete information search based on knowledge of external and networked sources 3.2 Check availability of information resources from external and networked sources by searching catalogues for items already held, and electronic databases 3.3 Identify reciprocal interlibrary lending networks and document delivery systems and services to source required information 3.4 Seek assistance to source information that is difficult to locate
4. Obtain and return information	4.1 Complete and despatch requests to external sources using organisational standards, systems and procedures 4.2 Monitor requests to and from external sources and follow-up, as required 4.3 Check condition of information resources received from external sources and confirm they meet relevant stakeholder needs 4.4 Monitor receipt of electronic documents and present to customers using approved delivery methods 4.5 Confirm compliance with copyright legislation in relation to supply of photocopied or electronic documents 4.6 Take action to recall material, where required, and return to provider in the required condition 4.7 Inform provider of difficulties in relation to return of material and take action

## 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	<ul style="list-style-type: none"> <li>Evaluates information resources from a variety of sources to ensure appropriateness to client needs</li> <li>Interprets information from sources to identify relevant and key information</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Records and completes organisational documents and correspondence using clear language and correct spelling, grammar and terminology</li> </ul>
Oral Communication	<ul style="list-style-type: none"> <li>Uses techniques, including active listening and questioning, to clarify information and confirm understanding</li> </ul>

<b>Skill</b>	<b>Description</b>
Self-management	<ul style="list-style-type: none"><li>• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes</li></ul>
Problem solving	<ul style="list-style-type: none"><li>• Responds to predictable routine problems and implements standard or logical solutions</li></ul>
Technology	<ul style="list-style-type: none"><li>• Uses familiar digital technologies and systems to access information, search and enter data, present information and communicate with others</li></ul>

## Unit Mapping Information

Supersedes and is equivalent to BSBLIB406 Obtain information from external and networked sources.

## Links

Companion Volume Implementation Guide is found on VETNet -

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