



Australian Government

BSBINS405 Use integrated library management systems

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 apply a basic understanding of the functions of integrated library management systems (ILMS) to use online catalogues, process loan transactions, and provide circulation and lending services to meet customer needs.

The unit applies to individuals in frontline information services roles in libraries working under limited supervision, within established policies and 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. Create records in the ILMS	1.1 Use basic functions of an ILMS, including interrelation of different modules 1.2 Check and process new borrowers on the ILMS according to organisational policies and procedures 1.3 Process an acquisition by creating a record in the acquisition module 1.4 Create a reservation request through the ILMS
2. Provide customer support in relation to circulation and lending	2.1 Provide current and accurate information to relevant stakeholders in relation to circulation and lending policies and procedures, including self-service systems 2.2 Process loan and return transactions according to organisational policies and procedures, including security procedures

ELEMENT	PERFORMANCE CRITERIA
	2.3 Follow safe work practices when performing circulation and lending services 2.4 Handle competing demands for services according to customer service standards 2.5 Resolve customer enquiries and complaints within scope of own job role 2.6 Refer complex customer queries and complaints to relevant personnel 2.7 Provide information on range of services which may incur costs
3. Use online catalogues to assist customers	3.1 Use basic search features of online catalogues to provide current and accurate information to relevant stakeholders 3.2 Use online catalogues to assist customers in locating information resources in library collections 3.3 Explain classification numbers and shelving location symbols or prefixes displayed on online catalogues to customers
4. Maintain knowledge of ILMS trends and emerging technologies	4.1 Source information about current industry trends and emerging technologies in relation to ILMS 4.2 Provide information to colleagues in relation to add-on library automation software and hardware

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"> Interprets information from structured texts, instructions and correspondence from colleagues or customers, and derives relevant information from more complex texts
Writing	<ul style="list-style-type: none"> Conveys technical and procedural information accurately and succinctly and communicates information in a style appropriate to purpose and audience
Oral Communication	<ul style="list-style-type: none"> Establishes and maintains empathetic spoken communication with customers, checks for understanding and clearly conveys information in a manner appropriate in the context
Numeracy	<ul style="list-style-type: none"> Selects, interprets and applies mathematical information embedded in simple financial transactions and information systems
Planning and organising	<ul style="list-style-type: none"> Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes

Skill	Description
Teamwork	<ul style="list-style-type: none">• Uses a range of strategies to establish a sense of connection and build rapport with customers and colleagues
Problem solving	<ul style="list-style-type: none">• Recognises and responds to predictable routine problems related to role in immediate work context• Applies analytical processes to resolve technical or conceptual problems
Technology	<ul style="list-style-type: none">• Uses familiar digital technologies and systems to access information, search and enter data, present and distribute information

Unit Mapping Information

Supersedes and is equivalent to BSBLIB404 Use integrated library management systems.

Links

Companion Volume Implementation Guide is found on VETNet -

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