Australian Government

BSBLIB404 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 2.0.

Application

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

It 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

Library – Information Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Create records in the ILMS	1.1 Develop an understanding of basic functions of an ILMS, including interrelation of different modules
	1.2 Register new borrowers on the automated circulation system according to organisational and system guidelines
	1.3 Process an acquisition by creating a record in the acquisition module
	1.4 Generate an interlibrary loan request by creating a request through the ILMS
2 Provide customer support in relation to	2.1 Provide current and accurate information to customers in relation to circulation and lending policies and procedures,

ELEMENT	PERFORMANCE CRITERIA
circulation and lending	including self-service systems
	2.2 Process loan and return transactions according to organisational policies and procedures, including security procedures
	2.3 Follow safe work practices when performing circulation and lending services
	2.4 Manage 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, including pre-paid services
	2.8 Process financial transactions
3 Use online catalogues to assist customers	3.1 Use basic search features of online catalogues to provide current and accurate information to customers
	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 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, 2.2, 2.5, 3.1-3.3, 4.1	• Interprets information from structured texts, instructions and correspondence from colleagues or customers, and derives relevant information from more

		complex texts
Writing	1.2-1.4, 2.2, 2.6, 2.7, 3.1, 4.2	• Conveys technical and procedural information accurately and succinctly and communicates information in a style appropriate to purpose and audience
Oral Communication	1.2, 2.1, 2.2, 2.5-2.7, 3.2, 3.3, 4.2	• Establishes and maintains empathetic spoken communication with customers and colleagues, checks for understanding and clearly conveys information in a manner appropriate in the context
Numeracy	2.7, 2.8	• Selects, interprets and applies mathematical information embedded in simple financial transactions and information systems
Navigate the world of work	1.1, 1.2, 2.1-2.5, 4.1	• Ensures knowledge of integrated library management systems relevant to own role is accurate, comprehensive and current • Takes personal responsibility for following explicit and implicit policies and procedures • Accepts responsibility and ownership for tasks and makes decisions on completion parameters and the need for coordination with others
Interact with others	1.2, 2.1, 2.2, 2.5-2.7, 3.2, 3.3, 4.2	• Selects and uses appropriate conventions and protocols when communicating with customers and co-workers in a range of work contexts • Uses a range of strategies to establish a sense of connection and build rapport with customers and colleagues
Get the work done	1.2-1.4, 2.2, 2.4-2.6, 3.1, 3.2, 4.1, 4.2	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes • Makes routine decisions based on implementation of standard procedures • Recognises and responds to predictable routine problems related to role in immediate work context • Applies analytical processes to resolve technical or conceptual problems • Uses familiar digital technologies and systems to access information, search and enter data, present information and communicate with others, cognisant of data security and safety

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLIB404 Use integrated library management systems	CULINM402A Use integrated library management systems	Updated to meet Standards for Training Packages Unit moved from Library, Information and Cultural Services Training Package to Business Services Training Package.	Equivalent unit

Links

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