Australian Government

Department of Education, Employment and Workplace Relations

CULINS301A Process and maintain information resources

Release: 1

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CULINS301A Process and maintain information resources

Modification History

Release	Comments
Release 1	This unit of competency first released with *CUL11 Library, Information and Cultural Services Training Package version 1.0*

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to process and maintain information resources in different formats.

Application of the Unit

This unit applies to individuals working in a library and information services context who are responsible for processing and maintaining information resources in formats that include print, audiovisual and multimedia.
Work would generally be undertaken under supervision, within established procedures.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	*Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.*

Elements and Performance Criteria

1. Undertake information processing tasks	1.1 Label and protect *information resources* appropriately and apply *security measures*
	1.2 Check outsourced shelf-ready items for processing according to organisational procedures
	1.3 Make suggestions for *processing and storage*, taking into account the expected life, use of, and demand for resources
	1.4 Record and process details of information resources according to organisational procedures and processing systems
	1.5 Promptly identify problems with processing systems and procedures and report to relevant personnel
2. Arrange resources to facilitate access	2.1 Check and organise information resources promptly for appropriate arrangement or classification
	2.2 Shelve printed resources according to the required classification order and organisational requirements
	2.3 Arrange non-printed resources according to the required *classification systems*
	2.4 Follow safety procedures, including safe manual-handling techniques when handling resources
3. Monitor resources	3.1 Regularly check resources for correct arrangement and promptly report missing or *damaged resources*
	3.2 Undertake *basic maintenance and minor repairs* of damaged resources and refer unresolved repairs to supervisor
	3.3 Move and transfer resources using procedures as required

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to make suggestions for improvement in work practices
- literacy skills to:
    - use classification systems
    - read workplace documentation
- numeracy skills to count and check information resources
- planning and organising skills to undertake a range of administrative, organisational and maintenance tasks in a logical and timely manner
- self-management skills to:
    - follow workplace procedures
    - prioritise work tasks and meet deadlines
- teamwork skills to work collaboratively with others on the job
- technology skills to use current industry systems in relation to processing and maintaining information resources.

Required knowledge

- standard methods of organising and arranging materials, equipment and information, including:
    - arrangements designed to facilitate access to materials and information
    - common classification systems and formats
- basic information technology security procedures
- organisational policies and procedures regarding processing, repair, maintenance, and disposal or replacement of damaged items
- range of protective and security devices for materials in different formats
- work health and safety requirements
- safe manual-handling techniques
- types of damage and deterioration for print and electronic information and different protection and storage options.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • process and maintain information resources according to established procedures • apply broad knowledge of classification systems and techniques for processing and maintaining information resources • process and maintain print, audiovisual and multimedia information resources.

Context of and specific resources for assessment	Assessment must ensure:
	
	• use of industry-current equipment and classification systems
	• access to:
	   • information resources to be processed and maintained
	   • relevant policy and procedures documents.

Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance • direct observation of the candidate undertaking processing activities • review of resources processed and repaired by the candidate • verbal or written questioning to assess knowledge of classification systems and procedures. Assessment methods should closely reflect workplace demands and the needs of particular client groups (consider the requirements of different age groups, clients with English as a second language, clients with disabilities, remote library users, etc.).
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • CULINM301A Use established cataloguing tools.

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Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Information resources may be:	• audiovisual or multimedia formats, such as:
	   • CDs
	   • computer games
	   • DVDs
	   • kits
	• digital, such as:
	   • e-books
	   • e-journals
	   • online
	• print-based, such as:
	   • books
	   • journals
	   • magazines
	   • maps
	   • posters
	   • serials.

Security measures may include:	• automated security systems • magnetic devices, such as those used with CD and DVD covers • magnetic security strips, such as tattle tapes • manual or informal security systems, such as the use of dummy cases for CDs and DVDs.
Processing and storage may include:	• affixing call number and other identifying labels • affixing date due slips • checking shelf-ready resources on receipt from external centres • completing partially outsourced tasks • packaging kits and audiovisual formats in customised containers • physical processing of information resources (also known as pre-processing or end-processing) • recording information, such as call number, author and title on handwritten or computer-generated labels and affixing to items

	• reinforcing spine with contact, or covering with contact • stamping with accession number or order number • stamping with library property stamp • storage in customised packaging, shelving or hanging racks • use of protective book jackets or laminated sheets.

Classification systems may include:	• common arrangements, such as by:
	  • class
	  • format
	  • genre
	  • size
	• specialist classifications or arrangements
	• standard book numbering schemes, such as:
	  • author and title marks
	  • Cutter-Sanborn
	• standard classification schemes, such as:
	  • Dewey Decimal Classification (DDC)
	  • Library of Congress.

Damaged resources may relate to:	• desensitisation of security devices • fading due to light exposure • missing pages, items or part of a kit • pest infestation damage • smoke • vandalism • water ingress • wear and tear.

Basic maintenance and minor repairs may relate to:	• applying protective coverings, such as:
	  • contact
	  • plastic or laminated book and magazine jackets
	• cleaning CDs and DVDs
	• mending packaging of kits
	• repairing or replacing pages
	• replacing broken CD or DVD cases
	• replacing security devices
	• strengthening spines.

Unit Sector(s)

Knowledge management - Information services

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