



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CULINS402A Obtain information from external and networked sources**

**Release: 1**

## CULINS402A Obtain information from external and networked sources

### Modification History

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

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to obtain information from external and networked sources to meet customer needs.

### Application of the Unit

This unit applies to individuals working in frontline information services roles in library and information services contexts. They may be working in public, school, medical, law, business, and TAFE or academic libraries. Work relates to information requests that cannot be satisfied from sources within the organisation.

Work is undertaken within established guidelines, under general supervision.

### 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

<b>Element</b>	<b>Performance Criteria</b>
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

## Elements and Performance Criteria

1. Determine customer information needs	<p>1.1 Determine and confirm exact nature of information needs with <i>customer</i></p> <p>1.2 Discuss options for satisfying requests with customer, taking into account any <i>specific requirements</i></p> <p>1.3 Where appropriate, keep customer informed of progress of delivery</p> <p>1.4 Recommend alternative options to fulfil customer information needs as required</p>
2. Clarify details of required information resources	<p>2.1 Verify <i>bibliographic and other relevant details</i> sufficient to locate required information resources</p> <p>2.2 Check availability of required information from external or networked sources</p>
3. Search external and networked sources	<p>3.1 Complete <i>information search</i> based on knowledge of appropriate external and networked sources</p> <p>3.2 Check availability of information resources from external and networked sources by searching their library catalogues for items already held, and electronic databases</p> <p>3.3 Verify knowledge of reciprocal interlibrary lending networks and document delivery systems and services to source required information</p> <p>3.4 Seek assistance from colleagues to locate <i>unusual or difficult to locate information</i></p>
4. Obtain and return information	<p>4.1 Complete and despatch requests to <i>external sources</i> using organisational standards, systems and procedures</p> <p>4.2 Monitor requests to external sources and take follow-up action as required</p> <p>4.3 Check the condition of information resources received from external sources and confirm that they meet customer needs</p> <p>4.4 Monitor receipt of electronic documents and present to customers using approved delivery methods</p> <p>4.5 Ensure compliance with copyright legislation in relation to supply of photocopied or electronic documents</p> <p>4.6 Take action to recall material, where required, and return it to provider in the required condition</p> <p>4.7 Inform provider of difficulties in relation to return of material and take action</p>

## Required Skills and Knowledge

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

### Required skills

- communication and teamwork skills to:
  - clarify information needs with customers
  - liaise with external and networked sources about the provision of information resources
  - work collaboratively with and seek assistance from colleagues
- initiative and enterprise skills to find the most efficient and effective way of responding to a broad range of information requests from customers
- problem-solving skills to coordinate processes for obtaining difficult to access information in a timely manner
- research skills to source information from external and networked sources
- self-management skills to:
  - prioritise work tasks and meet deadlines
  - project a professional image when dealing with customers
- technology skills to:
  - use current information services industry technology
  - conduct a wide range of information searches from multiple sources and in a variety of formats.

### Required knowledge

- components of bibliographic records
- copyright, moral rights and intellectual property legislation and issues that apply to interlibrary loans and document supply
- document delivery services and options, including for electronic formats
- external sources of information
- information services networks that facilitate access to external sources
- interlibrary lending policies and standards, such as the Australian Interlibrary Resource Sharing (ILRS) code
- range of available information sources for print and electronic materials
- range of available interlibrary lending networks and document delivery services and organisations
- search strategies for external and networked sources.

## 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.*

<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• communicate effectively and efficiently with customers</li> <li>• apply well-developed information literacy skills</li> <li>• use external sources and bibliographic tools, including electronic sources, to obtain different types of information</li> <li>• search external sources effectively to meet a range of different information needs.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• use of industry-current systems and technologies to access external information sources</li> <li>• access to relevant policies, procedures and documents concerning access to external sources of information.</li> </ul>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance</li> <li>• evaluation of information sourced from external and networked sources by the candidate in terms of suitability to meet the identified need</li> <li>• evaluation of candidate's response to problem-solving exercises to assess ability to respond to different information needs</li> <li>• verbal or written questioning to assess knowledge of external information sources.</li> </ul> <p>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.).</p>
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> <li>• CUECOR03B Provide quality service to customers</li> </ul>

	• CULINS401A Assist customers to access information.
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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.*

<b><i>Customers</i></b> may be:	<ul style="list-style-type: none"> <li>• business organisations</li> <li>• external or internal</li> <li>• members of the public</li> <li>• other information services providers, which could be:             <ul style="list-style-type: none"> <li>• international</li> <li>• interstate</li> <li>• local</li> </ul> </li> <li>• registered borrowers.</li> </ul>
<b><i>Specific requirements</i></b> may relate to:	<ul style="list-style-type: none"> <li>• cost</li> <li>• delivery</li> <li>• format</li> <li>• number of copies</li> <li>• timeframes.</li> </ul>
<b><i>Bibliographic and other relevant details</i></b> may include:	<ul style="list-style-type: none"> <li>• basic components of bibliographic records, such as:             <ul style="list-style-type: none"> <li>• author</li> <li>• International Standard Book Number (ISBN)</li> <li>• International Standard Serial Number (ISSN)</li> <li>• print and electronic publication formats</li> <li>• publication details</li> <li>• title</li> </ul> </li> <li>• delivery options</li> <li>• costs</li> <li>• library statements of holdings contained within catalogue records</li> <li>• location details and symbols.</li> </ul>
<b><i>Information search</i></b> may include searching:	<ul style="list-style-type: none"> <li>• Australian National Bibliographic Database (ANBD) via Libraries Australia or Trove</li> <li>• electronic databases accessed through paid subscription</li> <li>• other library catalogue</li> <li>• own library catalogue</li> <li>• own library network for reciprocal borrowing.</li> </ul>
<b><i>Unusual or difficult to locate information</i></b> may	<ul style="list-style-type: none"> <li>• complex or specialised information only accessible from other organisations</li> </ul>



include:	<ul style="list-style-type: none"><li>• foreign language materials</li><li>• items held in specialist external collections</li><li>• items not held with collections</li><li>• out of print materials.</li></ul>
<i>External sources</i> may include:	<ul style="list-style-type: none"><li>• commercial document supply services</li><li>• electronic databases to which the organisation subscribes or has free access</li><li>• information sources, such as:<ul style="list-style-type: none"><li>• commercial vendors</li><li>• companies</li><li>• organisations</li><li>• societies</li></ul></li><li>• libraries, museums, galleries and information services organisations in Australia and overseas</li><li>• vendors or aggregators of electronic databases.</li></ul>

## Unit Sector(s)

Knowledge management - Information services