



**Australian Government**

# **BSBINS203 Assist with circulation services**

**Release: 1**

## BSBINS203 Assist with circulation services

### 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 process loan transactions and respond to circulation and lending enquiries from customers.

The unit applies to individuals working under supervision within established organisational policies and procedures, in frontline library and information services roles.

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. Provide information to customers              | 1.1 Use circulation and lending systems and procedures and provide current and accurate information to customers<br>1.2 Assist relevant stakeholders with basic enquiries<br>1.3 Explain use of self-service systems in libraries<br>1.4 Respond to customer enquiries or refer to relevant stakeholder                                          |
| 2. Process loan transactions                     | 2.1 Check and process customer registration details according to organisational policies and procedures<br>2.2 Complete transactions according to organisational policies and procedures<br>2.3 Prioritise competing demands for service<br>2.4 Complete checking and processing of material according to organisational policies and procedures |

| ELEMENT                                 | PERFORMANCE CRITERIA                                                                                                      |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| 3. Identify and escalate irregularities | 3.1 Identify irregularities in transactions<br>3.2 Consult with relevant stakeholders and escalate issues, where required |

## 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>Interprets, consolidates and checks completeness and accuracy of information</li></ul>                                                                                     |
| Writing            | <ul style="list-style-type: none"><li>Uses simple vocabulary, grammatical structures and conventions</li></ul>                                                                                                   |
| Oral Communication | <ul style="list-style-type: none"><li>Selects and uses appropriate words to establish and maintain effective spoken communication with customers and colleagues</li></ul>                                        |
| Self-management    | <ul style="list-style-type: none"><li>Understands roles and responsibilities and makes basic decisions on work completion parameters</li></ul>                                                                   |
| Problem solving    | <ul style="list-style-type: none"><li>Makes low-impact decisions around immediate, clearly defined tasks</li><li>Implements standard procedures for routine decisions in response to familiar problems</li></ul> |
| Technology         | <ul style="list-style-type: none"><li>Uses digital technology for basic reading, recording and searching information, and for communications following routine procedures</li></ul>                              |

## Unit Mapping Information

Supersedes and is equivalent to BSBLIB201 Assist with circulation services.

Supersedes but is not equivalent to BSBLIB202 Process information resource orders.

## Links

Companion Volume Implementation Guide is found on VETNet -

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

# Assessment Requirements for BSBINS203 Assist with circulation services

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## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- apply knowledge of circulation services processing and procedures to:
  - assist at least two customers with a transaction
  - assist at least two customers with an enquiry.

In the course of the above, the candidate must:

- process loans, returns and renewals according to organisational procedures
- create and modify patron records according to organisational procedures.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key features of circulation systems and technology in different industry contexts, including self-service systems
- customer service systems, policies and procedures
- intra-library loans and lending procedures.

## Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- current industry systems and equipment for processing loan and return transactions
- policies and procedures regarding loan processing systems
- special purpose tools, equipment, materials and relevant industry software packages.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## **Links**

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