



Australian Government

BSBINS508 Research and analyse information to meet library customer needs

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 provide customers with access to, and an analysis of, diverse and complex sources of information.

The unit applies to individuals working in public, corporate or institutional libraries, record management units, government departments, tourist information centres, community advisory organisations or other library and information services contexts. These individuals respond to complex information needs, working autonomously and consulting relevant stakeholders.

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. Analyse information needs	1.1 Determine information requirement with reference to relevant documentation or information from customers 1.2 Conduct reference interviews with customers to determine specific information needs, including level, type and amount of information required 1.3 Confirm complexity of customers' required information 1.4 Formulate complex search strategies 1.5 Identify and assess customer expectations in relation to available resources and likely constraints 1.6 Advise customers of likely outcomes of information search and

ELEMENT	PERFORMANCE CRITERIA
	possible delivery options 1.7 Review and revise search terms or topics in consultation with customers
2. Implement search strategies	2.1 Consider access to information sources when evaluating different search strategies 2.2 Select and prioritise information sources 2.3 Evaluate and select logical and reasonable strategies to locate difficult to find information 2.4 Consult with relevant stakeholders, where required, to identify information sources 2.5 Use advanced search techniques to locate relevant information 2.6 Assist customers to participate in search processes through practical demonstration of information-seeking skills
3. Review quality of customer service	3.1 Check information collected for its validity, reliability and suitability in relation to customer requirements and expectations 3.2 Communicate with customers regarding problems, difficulties, suitable alternatives and follow-up requirements

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	Critically organises, evaluates and applies content from a range of structurally complex texts
Writing	Prepares documentation and correspondence using clear language and correct spelling and terminology
Oral Communication	- Participates in verbal exchanges using active listening and questioning to clarify information - Clearly explains detailed information using language, tone and pace appropriate to audience
Self-management	Takes personal responsibility for following explicit and implicit policies, procedures and regulatory requirements
Planning and organising	Sequences and schedules complex activities, monitors implementation and manages relevant communication
Problem solving	Approaches decision-making in diverse ways involving others when appropriate and making unilateral decisions when required

Skill	Description
Technology	- Utilises features of digital tools to complete complex tasks - Uses digital tools safely, legally and ethically when gathering, storing, accessing or sharing information

Unit Mapping Information

Supersedes and is equivalent to BSBLIB511 Research and analyse information to meet customer needs.

Supersedes but is not equivalent to BSBCUE405 Survey stakeholders to gather and record information.

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 BSBINS508 Research and analyse information to meet library customer needs

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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:

- provide service to six customers, including:
 - analysing customer needs
 - implementing location strategy
 - reviewing quality of service.

In the course of the above, the candidate must:

- conduct reference interview
- analyse information to ensure suitability to meet customer needs
- apply knowledge of the organisation's reference, research and general collections
- apply knowledge of types and scope of databases and other accessible reference tools
- demonstrate effective interviewing, communication and negotiation with customers about information needs
- use a range of information sources and tools.

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:

- scope and range of information sources available
- techniques for searching and retrieving information from a range of sources
- strategies for obtaining information from external agencies or specialist organisations
- range of available delivery options for presentation of information resources
- legal considerations relating to accessing information sources
- protocols associated with culturally sensitive material, including Aboriginal or Torres Strait Islander cultural material.

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:

- organisational policies and procedures documents relevant to performance evidence
- a range of information sources and information systems
- special purpose tools, equipment, materials and industry software packages relevant to performance evidence.

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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