



Australian Government

Assessment Requirements for BSBLIB201

Assist with circulation services

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.

Performance Evidence

Evidence of the ability to:

- apply knowledge of circulation services processing and procedures to complete several customer transactions and/or enquiries
- process loans and returns within required time constraints and according to procedures
- communicate courteously and effectively with customers.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline important features of circulation systems and technology in different industry contexts
- describe relevant systems, policies and procedures for:
 - customer service
 - handling money and security
 - inter-library loans and lending
 - pre-paid services
- describe key principles underpinning operation of manual and automated circulation systems, including self-service systems
- discuss security protocols for:
 - clients
 - money
 - staff
 - theft
 - vandalism.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Library – Information Services field of work and include access to:

- current industry systems and equipment for processing loan and return transactions
- an online catalogue
- relevant policies and procedures regarding manual and automated 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

Companion Volume implementation guides are found in VETNet -

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