



Australian Government

BSBLIB201 Assist with circulation services

Release: 1

BSBLIB201 Assist with circulation services

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to process loan transactions and respond to circulation and lending enquiries from customers.

It applies to individuals working under supervision within established 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

Library – 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 Provide current and accurate information to customers, using circulation and lending systems and procedures 1.2 Assist customers with basic enquiries 1.3 Develop own expertise in relation to information and use of self-service systems in libraries 1.4 Respond to customer enquiries promptly or refer to appropriate persons
2 Process loan transactions	2.1 Check and process customer registration details according to organisational procedures 2.2 Complete transactions according to circulation services policies and procedures and customer service standards

ELEMENT	PERFORMANCE CRITERIA
	2.3 Deal with competing demands for service tactfully and helpfully 2.4 Complete checking and processing of material according to organisational requirements
3 Process financial transactions	3.1 Conduct financial transactions according to organisational procedures 3.2 Balance income to receipts 3.3 Note irregularities and take appropriate action promptly

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1, 2.2, 2.4, 3.1	Interprets, consolidates and checks completeness and accuracy of information and data
Writing	1.1, 2.1, 2.2, 2.4, 3.3	Produces familiar text types using simple vocabulary, grammatical structures and conventions
Oral Communication	1.1, 1.2, 1.4, 2.3	Selects and uses appropriate words to establish and maintain effective spoken communication with customers and colleagues
Numeracy	3.1-3.3	Performs mathematical calculations to accurately process payments
Navigate the world of work	1.1, 1.3, 1.4, 2.1, 2.2, 2.4, 3.1	- Develops and maintains own knowledge of circulation and lending systems relevant to job role - Understands roles and responsibilities and makes basic decisions on work completion parameters - Seeks clarification or assistance when required
Interact with others	1.1, 1.2, 1.4, 2.3	Follows accepted communication practices and protocols, adjusting personal communication style in response to work context and customer needs
Get the work done	1.4, 2.2, 2.3, 3.1-3.3	- Makes low-impact decisions around immediate, clearly defined tasks - Automatically implements standard procedures for routine decisions in response to familiar problems

		Uses digital technology for basic reading, recording and searching information, and for communications following routine procedures
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLIB201 Assist with circulation services	CULINS201A Assist with circulation services	Updated to meet Standards for Training Packages Unit moved from Library, Information and Cultural Services Training Package to Business Services Training Package.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for BSBLIB201 Assist with circulation services

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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

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