



Australian Government

BSBLIB405 Assist customers to access information

Release: 1

BSBLIB405 Assist customers to access information

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 help customers obtain information they need, that can be found in readily accessible sources.

It applies to individuals working in frontline information services roles in any industry sector. They may be working in library and information services organisations, records management units, government departments, tourist information centres or community advisory organisations. These roles are undertaken within established guidelines under general supervision.

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 Clarify customer information requirements	1.1 Use communication techniques appropriate to the form of customer contact to identify exact nature of information request 1.2 Confirm purpose of information request and any special requirements 1.3 Compile basic search terms, including list of keywords and phrases appropriate to topics
2 Follow search strategies	2.1 Construct and follow appropriate search strategies to locate information using industry-current information sources and equipment

ELEMENT	PERFORMANCE CRITERIA
	2.2 Assist customers to develop own information-seeking skills and become independent learners 2.3 Demonstrate use of industry-current information sources and equipment using language, and at a level and pace, appropriate to customers 2.4 Advise customers on other access arrangements, including interlibrary loans and document delivery and supply services 2.5 Inform customers of constraints regarding access to information or use of reference tools and equipment
3 Source and provide information	3.1 Source information from readily accessed sources in response to customer requests 3.2 Provide information in appropriate format, and confirm with customers that their information need has been met 3.3 Take appropriate action to resolve remaining issues or refer customers to other personnel as required

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	1.3, 2.1-2.4, 3.1, 3.2	Interprets information from sources to identify relevant and key information
Writing	1.1, 1.3, 2.1, 2.4, 2.5, 3.1, 3.2	Documents information, selecting appropriate vocabulary and structure for audience, for informal and formal purposes
Oral Communication	1.1, 1.2, 2.2-2.5, 3.2, 3.3	- Interacts effectively in verbal exchanges, using active listening and questioning, to convey and clarify information - Clearly explains detailed information using language, tone and pace appropriate to audience
Navigate the world of work	2.1, 2.4, 2.5, 3.2, 3.3	- Takes personal responsibility for following explicit and implicit policies and procedures - Seeks clarification or assistance when required
Interact with	1.1, 1.2, 2.2-2.5, 3.2,	Selects and uses appropriate conventions and protocols when communicating with customers and co-workers

others	3.3	in a range of work contexts • Uses a range of strategies to establish a sense of connection and build rapport with customers
Get the work done	1.2, 1.3, 2.1, 2.3, 3.1, 3.3	• Organises, plans and sequences own workload • Makes routine decisions based on implementation of standard procedures • Responds to predictable routine problems and implements standard or logical solutions • Uses familiar digital technologies and systems to access information, search and enter data, present information and communicate with others

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLIB405 Assist customers to access information	CULINS401A Assist customers to access information	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 BSBLIB405 Assist customers to access information

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Performance Evidence

Evidence of the ability to:

- use bibliographic tools and industry-current technology
- communicate information to several customers using a range of print and electronic information sources
- apply well-developed information literacy skills
- respond constructively to a wide range of information requests within established collections.

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:

- reference organisational policies in relation to customer assistance
- describe typical customer requests and appropriate information sources for responding
- describe techniques for using print and electronic reference resources and tools, including formulating search strategies
- analyse a range of information resources, formats and delivery options, including:
 - document delivery and supply processes
 - electronic and print
 - interlibrary loans
- outline copyright, moral rights and intellectual property legislation, and issues relevant to information services providers
- explain cultural considerations when working with customers and potentially sensitive material.

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:

- a range of library and information services and resources
- industry-current information technologies
- relevant policies and procedures.

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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