



Australian Government

BSBLIB406 Obtain information from external and networked sources

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.

Application

This unit describes the skills and knowledge required to establish the information needs of customers, and then search external and networked sources to meet those needs.

It applies to individuals working in frontline information services roles within established guidelines and under general supervision in library and information services contexts. They may be working in public, school, medical, law, business, or academic libraries. Work relates to information requests that cannot be satisfied from sources within the organisation.

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 Determine customer information needs	1.1 Determine and confirm exact nature of information needs with customer 1.2 Discuss options for satisfying requests with customer, taking into account any specific requirements 1.3 Where appropriate, keep customer informed of delivery progress 1.4 Recommend alternative options to fulfil customer information needs as required
2 Clarify details of	2.1 Verify bibliographic and other relevant details sufficient to

ELEMENT	PERFORMANCE CRITERIA
required information resources	locate required information resources 2.2 Check availability of required information from external or networked sources
3 Search external and networked sources	3.1 Complete information search based on knowledge of appropriate external and networked sources 3.2 Check availability of information resources from external and networked sources by searching their library catalogues for items already held, and electronic databases 3.3 Verify knowledge of reciprocal interlibrary lending networks and document delivery systems and services to source required information 3.4 Seek assistance from colleagues to locate unusual or difficult to locate information
4 Obtain and return information	4.1 Complete and despatch requests to external sources using organisational standards, systems and procedures 4.2 Monitor requests to external sources and follow-up as required 4.3 Check condition of information resources received from external sources and confirm they meet customer needs 4.4 Monitor receipt of electronic documents and present to customers using approved delivery methods 4.5 Ensure compliance with copyright legislation in relation to supply of photocopied or electronic documents 4.6 Take action to recall material, where required, and return to provider in the required condition 4.7 Inform provider of difficulties in relation to return of material and take action

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, 2.1, 2.2, 3.1-3.4, 4.1-4.5	Evaluates information resources from a variety of sources to ensure appropriateness to client needs

		Interprets information from sources to identify relevant and key information
Writing	1.1-1.4, 3.1, 3.4, 4.1, 4.2, 4.6, 4.7	Accurately records and completes organisational documents and correspondence using clear language and correct spelling, grammar and terminology
Oral Communication	1.1-1.4, 2.2, 3.4, 4.2, 4.6, 4.7	Uses appropriate techniques, including active listening and questioning, to clarify information and confirm understanding
Navigate the world of work	3.1, 3.4, 4.1, 4.4, 4.5	- Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements - Seeks clarification or assistance when required
Interact with others	1.1-1.4, 2.2, 3.4, 4.2, 4.6, 4.7	Selects and uses appropriate conventions and protocols when communicating with customers and co-workers in a range of work contexts
Get the work done	1.1, 1.2, 1.4, 2.1, 2.2, 3.1, 3.3, 3.4, 4.2-4.4, 4.6, 4.7	- Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes - 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
BSBLIB406 Obtain information from external and networked sources	CULINS402A Obtain information from external and networked sources	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 BSBLIB406 Obtain information from external and networked sources

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Performance Evidence

Evidence of the ability to:

- communicate effectively and efficiently with customers
- apply well-developed information literacy skills
- use external sources and bibliographic tools, including electronic sources, to obtain different types of information
- search external sources effectively to meet a range of different information needs.

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:

- describe components of bibliographic records
- identify and discuss copyright, moral rights and intellectual property legislation and issues of interlibrary loans and document supply
- evaluate document delivery services and options, including for electronic formats
- identify external sources of information
- analyse information services networks that facilitate access to external sources
- locate and reference interlibrary lending policies and standards, such as the Australian Interlibrary Resource Sharing (ILRS) code
- evaluate range of available information sources for print and electronic materials
- evaluate range of available interlibrary lending networks and document delivery services and organisations
- discuss and compare search strategies for external and networked sources.

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, procedures and documents on access to external sources of information
- special purpose equipment, materials and 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>