



Australian Government

BSBLIB510 Use and monitor advanced functions of integrated library management systems

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 use and evaluate the functionality of integrated library management systems (ILMS) at an advanced level and to analyse the interrelated functions of an ILMS, as well as evaluate the systems and services.

It applies to individuals working autonomously, within established policies and procedures, in functional areas of libraries. In some contexts, work may involve supervisory or team leader roles.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Library – Information Management

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 Extend expertise in use of ILMS	1.1 Maintain currency of knowledge of basic functions and interrelation of different modules of an integrated library management system 1.2 Research enhanced functions of online catalogues, including web interfaces and applications 1.3 Provide information to customers regarding online catalogue and circulation systems
2 Use advanced features of ILMS to assist	2.1 Use advanced search features of online catalogues to locate information resources for customers

ELEMENT	PERFORMANCE CRITERIA
customers	2.2 Use advanced circulation system functionality to resolve complex borrower problems and complaints 2.3 Provide information to customers regarding range of services that may incur costs 2.4 Process financial transactions and provide customers with information about pre-paid service transactions 2.5 Refer complex customer transactions to relevant personnel
3 Use advanced ILMS functions for collection management	3.1 Order and receive library resources using automated acquisitions systems and procedures 3.2 Create records using automated cataloguing systems and procedures 3.3 Create reports and statistical data with different modules
4 Evaluate functionality of ILMS	4.1 Evaluate functions of an existing ILMS in relation to customer and organisational needs 4.2 Source information on current industry trends in relation to ILMS, including potential new systems, upgrades or add-ons 4.3 Consult with relevant personnel and make appropriate recommendations regarding improvements to ILMS

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, 1.2, 2.1, 2.2, 2.4, 3.1, 4.1-4.3	Critically organises, analyses, evaluates and applies content from a range of structurally complex texts
Writing	1.2, 1.3, 2.3, 2.4, 3.1-3.3, 4.2, 4.3	Accurately records information and completes documentation using required format, terminology and conventions specific to organisational requirements
Oral Communication	1.3, 2.3-2.5, 4.3	Employs active listening skills to ensure understanding and expresses ideas and concepts in a manner and form appropriate to the audience
Numeracy	2.3, 2.4, 3.3	Selects and interprets mathematical information embedded in a range of familiar and some less familiar

		tasks including financial calculations and transactions, statistical reports and cataloguing systems
Navigate the world of work	1.1, 3.1, 3.2, 4.1-4.3	• Maintains currency of knowledge relevant to own role on developments in integrated library management systems • Takes full responsibility for following organisational policies and procedures • Seeks to improve policies and procedures to better meet organisational goals
Interact with others	1.3, 2.3-2.5, 4.3	• Adapts personal communication style to build a positive working relationship, and shows respect for opinions, values and particular needs of others
Get the work done	1.2, 2.1-2.3, 2.5, 3.1-3.3, 4.1, 4.2	• Plans and sequences complex activities, monitors implementation and manages relevant communication • Applies systematic and analytical decision-making processes for complex situations • Evaluates effectiveness of systems and processes to inform decisions on how to implement improvements • Uses problem-solving techniques to identify and analyse issues, to generate possible solutions, seeking input from others as required • Fully utilises features of digital tools to complete complex tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLIB510 Use and monitor advanced functions of integrated library management systems	CULINM503A Use and monitor advanced functions of integrated library management systems	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 BSBLIB510 Use and monitor advanced functions of integrated library management systems

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Performance Evidence

Evidence of the ability to:

- use basic and advanced features of an ILMS to locate information resources for customers
- conduct basic and advanced online catalogue searches
- provide information to customers in a courteous and helpful manner
- source and evaluate information regarding current industry trends in relation to ILMS
- evaluate functionality of an ILMS and make recommendations regarding new systems, upgrades and add-ons.

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 basic operation of automated library management systems, including interrelation between cataloguing, circulation, online catalogue and acquisitions modules
- describe basic and advanced features of automated library management systems, including customer self-service systems and associated technologies
- discuss implications of relevant workplace policies and procedures in relation to lending and interlibrary loans
- describe procedures for document delivery modules
- describe procedures for handling money and security
- discuss best practice customer service policies and procedures
- analyse impact of relevant legislation on provision of library and information services.

Assessment Conditions

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

- relevant organisational policies and procedures manuals
- current industry systems, equipment, tools, 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.

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