



Australian Government

BSBLIB511 Research and analyse information to meet customer needs

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 provide customers with access to, and an analysis of, diverse and complex sources of information.

It applies to individuals working in public, corporate or institutional libraries, record management units, government departments, tourist information centres, community advisory organisations or other library and information services contexts, who respond to complex information needs, working autonomously with limited guidance from others.

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 Analyse information needs	1.1 Determine complete nature of information needs with reference to relevant documentation or information from customers 1.2 Conduct reference interviews with customers to determine specific information needs, including level, type and amount of information required 1.3 Confirm the level of complexity customers need in their information 1.4 Formulate complex search strategies using sound knowledge of

ELEMENT	PERFORMANCE CRITERIA
	a broad range of potential information sources 1.5 Identify and assess customer expectations in relation to available resources and likely constraints 1.6 Advise customers of likely outcomes of information search and possible delivery options 1.7 Review and revise search terms or topics in consultation with customers
2 Implement strategies to locate difficult to find information	2.1 Consider access to information sources into account when evaluating different search strategies 2.2 Select and prioritise information sources 2.3 Evaluate and select logical and reasonable strategies to locate difficult to find information 2.4 Consult with colleagues, as required, to identify appropriate information sources 2.5 Use effective search techniques to locate relevant information 2.6 Assist customers to actively participate in search processes through practical demonstration of information-seeking skills
3 Ensure quality of customer service	3.1 Assess information obtained for its validity, reliability and suitability in relation to customer requirements and expectations 3.2 Ensure appropriate packaging and presentation of information to meet customer requirements and expectations, ensuring inclusion of relevant support information 3.3 Communicate with customers regarding problems, difficulties, suitable alternatives or follow-up requirements 3.4 Observe cultural sensitivities, ethics, privacy and copyright issues and obligations in meeting customer requirements

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, 1.7, 2.2,	Critically organises, evaluates and applies content from a range of structurally complex texts

	2.3, 3.1, 3.2, 3.4	
Writing	1.2, 1.4, 1.6, 1.7, 2.1, 2.2, 2.4, 2.5, 3.2-3.4	Prepares documentation and correspondence using clear language and correct spelling and terminology
Oral Communication	1.1-1.3, 1.5-1.7, 2.4, 2.6, 3.3	- Effectively participates in verbal exchanges using active listening and questioning to clarify information - Clearly explains detailed information using language, tone and pace appropriate to audience
Navigate the world of work	1.1, 1.4, 2.1, 3.1, 3.2, 3.4	Takes personal responsibility for following explicit and implicit policies, procedures and regulatory requirements
Interact with others	1.1-1.3, 1.5-1.7, 2.4, 2.6, 3.3, 3.4	Adapts personal communication style to build a positive working relationship and show respect for opinions, values and particular needs of others
Get the work done	1.4, 1.5, 1.7, 2.1-2.3, 2.5, 3.1-3.4	- Sequences and schedules complex activities, monitors implementation and manages relevant communication - Systematically gathers and analyses all relevant information and evaluates options to make decisions about the most efficient and effective way of responding to a range of complex information requests from customers - Approaches decision-making in diverse ways involving others when appropriate but making unilateral decisions when required - Fully utilises features of digital tools to complete complex tasks - Uses digital tools safely, legally and ethically when gathering, storing, accessing or sharing information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLIB511 Research and analyse information to meet customer needs	CULINS501A Research and analyse information to meet customer needs	Updated to meet Standards for Training Packages Unit moved from Library, Information and Cultural Services	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
		Training Package to Business Services Training Package.	

Links

Companion Volume implementation guides are found in VETNet -

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