



Australian Government

Department of Education, Employment and Workplace Relations

CULINS201A Assist with circulation services

Release: 1

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Modification History

Release	Comments
Release 1	This unit of competency first released with <i>CUL11 Library, Information and Cultural Services Training Package version 1.0</i>

Unit Descriptor

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

Application of the Unit

This unit applies to individuals working in frontline library and information services roles. Work is undertaken under supervision, within established policies and procedures.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

Elements and Performance Criteria

1. Provide information to customers	1.1 Provide current and accurate information to customers using <i>circulation and lending systems and procedures</i> 1.2 Assist customers with <i>basic enquiries</i> 1.3 Develop own expertise in relation to information and use of <i>self-service systems in libraries</i> 1.4 Respond to <i>customer enquiries</i> 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 <i>policies and procedures</i> and customer service standards 2.3 Deal with competing demands for service tactfully and helpfully 2.4 Complete <i>checking and processing</i> of material according to organisational requirements
3. Process financial transactions	3.1 Conduct <i>financial transactions</i> according to organisational procedures 3.2 Balance income to receipts 3.3 Note irregularities and take appropriate action promptly

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to provide effective customer service
- literacy skills to use loan processing and other circulation systems
- numeracy skills to:
 - handle cash transactions
 - balance takings against transactions
- self-management skills to:
 - deal effectively with competing demands for services from customers
 - complete work tasks and meet deadlines
 - follow workplace procedures
- technology skills to use electronic point-of-sale technology.

Required knowledge

- features of circulation systems and technology in different industry contexts
- relevant systems, policies and procedures in relation to:
 - customer service
 - handling money and security
 - interlibrary loans and lending
 - pre-paid services
- principles underpinning the operation of manual and automated circulation systems, including self-service systems
- security in relation to:
 - clients
 - money
 - staff
 - theft
 - vandalism.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • apply knowledge of circulation services processing and procedures • process loans and returns within required time constraints and according to procedures • communicate courteously with customers.
Context of and specific resources for assessment	Assessment must ensure: • 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 • interaction with others to reflect the customer service skills in this unit.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance • direct observation of the candidate processing loan and return transactions and answering customer enquiries, including those relating to basic catalogue searches • audio or videorecording evidence of the candidate processing loan and return transactions and answering customer enquiries, including those relating to basic catalogue searches, verified by a supervisor or third party • verbal or written questioning to assess knowledge of procedures for circulation and lending services. Assessment methods should closely reflect workplace demands and the needs of particular client groups (consider the requirements of different age groups, clients with English as a second language, clients with disabilities, remote library users,

	etc.).
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBCUS201A Deliver a service to customers.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Circulation and lending systems and procedures</i> may relate to:	• borrower registration procedures • constraints on loan of specific resources or collections • outreach services, such as: • home library service • mobile library • processing of loans, returns and renewals using automated or manual systems • radio frequency identification (RFID) scanners • loan of information resources • privacy and access • security and security devices • terms and conditions of use of library facilities and services, such as: • computer usage • cost of goods and services • internet • room hire • use of barcode.
<i>Basic enquiries</i> may relate to:	• registering as a borrower • regulations and procedures in relation to loans and returns • restrictions on loan of specific resources or formats • self-service loans • using library facilities and services • using online catalogues • using the internet.
<i>Self-service systems in libraries</i> may include:	• customer self-service loans and returns • fully automated loans and returns systems • online interlibrary loans • online renewals and reservations.
<i>Customer enquiries</i> may be:	• by email • by fax • by phone • face-to-face

	• via online chat session • via videoconferencing facilities • via website enquiry.
<i>Policies and procedures</i> may relate to:	• conditions of loan periods • conditions of use of library materials, services and facilities • customer access • damaged or missing items • effects on customer access of particular behaviour • financial matters • loan limits • missing items • overdue fines • overdue items • renewals • reservations.
<i>Checking and processing</i> may relate to:	• assistance, such as: • stock rotation • stocktake • tidying shelves • basic processing or repairs, such as: • protective covering • securing call number labels • borrower records for overdue items, fines and loan history • collection for reservations • despatching resources to branch libraries or home service clients • errors in bibliographic records as displayed in online catalogue • items in correct classification or other scheme order on shelves • locating resources for customers • locating or arranging resources on shelves or in preparation for shelving • missing pages or pieces • need for repair • processing loan or return transactions • removing resources from access.
<i>Financial transactions</i> may relate to:	• cost of room or facility hire • how financial transactions are handled by other departments or sections • overdue fines • pre-paid services cards

	• processing of cash, credit card or electronic funds transfer transactions • processing of financial payments in co-located centres, such as: • council • Australia Post • tourism information centres • replacement cost of damaged or missing items • reservation charges • sale of goods and services, such as: • eco-friendly library bags • internet • pre-paid services cards • printing or photocopying • data storage devices (e.g. USBs) • user-pay services.
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Unit Sector(s)

Knowledge management - Information services