Library Qualifications Review 2014-15

Discussion Paper

Version 2.1 November 2014
What is the purpose of the project?
IBSA has been approached by the Australian Library and Information Association (ALIA) to review the positioning of the current Library and Information Services qualifications in the CUL11 Training Package.

The aim is to determine the relevance of these qualifications sitting in a Cultural Training Package rather than the BSB Business Services Training package along with the Recordkeeping and Archiving qualifications.

This will involve research, interviews and consultations with a broad range of industry representatives, either face-to-face or using electronic communication strategies. The project also aims to ensure library qualifications and skill sets are attractive to training providers and applicable to users across all industries.

Who is IBSA?
Innovation and Business Skills Australia (IBSA) works in partnership with industry and key stakeholders in the VET sector to develop the business and innovation skills that are critical to the success of Australian industries, enterprises and their workforce.

IBSA is one of eleven Industry Skills Councils recognised and funded by the Australian Government to provide advice regarding the training needs of Australians and Australian industry. IBSA covers the industry sectors of Business Services; Cultural and Creative industries; Education; Financial Services; Information and Communication Technologies; and Printing and Graphic Arts.

Aim of the briefing paper
This paper presents background information to the current project, a summary of the methodology and timelines. An outline of the existing units, qualifications and skill sets is provided along with a draft of the proposed units, qualifications and skill sets

The paper is not meant to be a comprehensive review of all Cultural and Library training, as the project’s scope is confined to nationally accredited training, but should provide some context and highlight potential issues for consideration (it is expected more may be identified in the consultation process).

The current qualifications have had dwindling enrolment numbers over the past few years. This project will focus on enhancing packaging the existing units, skill sets and qualifications to allow clearer pathways as well as identifying how to add value to the current options, especially for existing businesses.

The changing nature of the work
The type of work undertaken across the Galleries, Libraries, Archives and Record Management (GLARM) sectors is changing with many process tasks being replaced, automated or outsourced, including:

- Cataloguing and copy cataloguing
- End processing and physical processing
- Lending
- Shelving

New tasks include:

- Digitising
- Creation of metadata
- Managing digital files in databases of images, records of activities and decisions, learning materials or research publications
- Creating web pages and negotiating website content with clients
- Skills in managing contracts

New job titles are occurring e.g. Knowledge Manager, Digital Rights Officer and Information Manager reflecting demand for contemporary roles and associated functions. Blurring of roles is occurring, particularly between library technicians and librarians and library professional and management skills.

Increasingly people are being asked to demonstrate both technical specialisation and management skills. This has implications for the work being undertaken as well as recruitment and professional development; developing the capacity to be fluid and adaptable leads to increased acceptance of change. Collection management strategies provide an overarching approach for these sectors.
Enrolments in Current Qualifications

The following information is taken from the NCVER, National Centre for Vocational Education Research.

<table>
<thead>
<tr>
<th>Qualification Code and Title</th>
<th>Course enrolments 2013</th>
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<tr>
<td>CUL20111 - Certificate II in Information and Cultural Services</td>
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<td>CUL30111 - Certificate III in Information and Cultural Services</td>
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<td>CUL40111 - Certificate IV in Library, Information and Cultural</td>
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<td>Services</td>
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<tr>
<td>CUL50111 - Diploma of Library and Information Services</td>
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Existing Qualifications and Registered Training Organisations

According to training.gov.au in September 2014, there were:

- 9 RTO’s offering CUL20111 - Certificate II in Information and Cultural Services
- 20 RTO’s offering CUL30111 - Certificate III in Information and Cultural Services
- 20 RTO’s offering CUL40111 - Certificate IV in Library, Information and Cultural Services
- 25 RTO’s offering CUL50111 - Diploma of Library and Information Services

Qualifications

Currently there are 4 qualifications that sit in the CUL11 Training Package

- CUL20111 - Certificate II in Information and Cultural Services
- CUL30111 - Certificate III in Information and Cultural Services
- CUL40111 - Certificate IV in Library, Information and Cultural Services
- CUL50111 - Diploma of Library and Information Services

Key statistics

Library and information science is an occupation with a relatively small, highly qualified workforce. Fewer than 30,000 out of 11.5 million, or 0.2% of the Australian labour force. This is reflected in its equally small education footprint (0.2% of VET students and 0.1% of higher education students).

Although the LIS workforce is small, the sector has significant reach and profile because millions of Australians use library services. More than 10 million Australians are registered public library users and still more use university, VET, special and school libraries, although there will be some duplication.

The library and information sector remains an attractive proposition for qualified professionals National and State Libraries Australasia looking for relatively well paid positions and regular hours, but there is undoubtedly competition for jobs.

There will be a modest increase in the number of positions available over the next five years because retirements will create new openings in existing positions. The job market will remain tight, with as many as 1800 professionals graduating each year and seeking employment. While many of these graduates will already be employed in the sector, others will be new entrants.

LIS courses have been particularly vulnerable to changes in the TAFE system at a state and territory level, which have seen pressure on individual courses and substantial increases in student fees.

Vendors in the library and information sector saw their income effectively halved between 2009 and 2011 and this had a significant impact on jobs. There were a number of factors affecting their business performance, including the aftermath of the Global Financial Crisis and the strength of the Australian dollar, which made imports a more affordable option, negatively impacting their sales performance.
Proposed qualifications for BSB

- Certificate III in Library and Information Services
- Certificate IV in Library and Information Services
- Diploma of Library and Information Services

Qualification Design Rationale

The proposed above qualifications provide the Library and Information Services Sector within the Local Government environments, the workforce flexibility and transferability of skills, knowledge and employment outcomes the peak Industry Organisations are seeking.

The qualifications have not been changed in content, they will just receive a code change from CUL to BSB.

Frequently Asked questions

Question - Does this mean I have to replace my qualification?
Answer - NO, your qualification will be equivalent

Question - What if I want to move from Library to Museums or Galleries?
Answer - The new structure will not affect your ability to move freely between the other qualifications

Details of the proposed new qualifications are in Appendix 1.

Thank you for taking the time to read this Discussion Paper, and we look forward to your input into the review.
### BSB3XXXX Certificate III in Library and Information Services

#### Modification History

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<td>Release</td>
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#### Qualification Description

This qualification reflects the role of individuals who use a broad range of skills and knowledge in a wide variety of environments.

#### Licensing/regulatory information

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

#### Entry Requirements

Nil

#### Packaging Rules

- **Total number of units = 12**
  - 6 core units
  - 6 elective units

The elective units consist of:

- 4 from Group A.

Of the remaining 2 units:

- up to 2 may be from Group A and/or Group B
- up to 2 may be from Certificate II, III or IV in any currently endorsed Training Package or from an accredited course at Certificate II, III or IV.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

#### Core Units

- BSBCUS301 Deliver and monitor a service to customers
- BSBWHS302 Apply knowledge of WHS legislation in the workplace
- BSBWOR203 Work effectively with others
- CULIND201A Develop and apply knowledge of information and cultural services
- BSBLIB304 Develop and use information literacy skills
- ICAICT203A Operate application software packages

#### Elective Units

**Group A**

- BSBCON401 Work effectively in a business continuity context
- BSBEBU401 Review and maintain a website
- BSBINM301 Organise workplace information
- BSBITU309 Produce desktop published documents
- BSBMKG414 Undertake marketing activities
- BSBRKG301 Control records
- BSBRKG302 Undertake disposal
- BSBRKG303 Retrieve information from records
- BSBRKG304 Maintain business records
- BSBRKG305 Review recordkeeping functions
- BSBRKG401 Review the status of a record
- BSBRKG402 Provide information from and about records
- BSBRKG404 Monitor and maintain records in an online environment
- BSBSUS301 Implement and monitor environmentally sustainable work practices
- CUAIND301 Work effectively in the creative arts industry
- CUFDIG303A Produce and prepare photo images
- BSBLIB301 Catalogue objects into collections
- BSBLIB302 Develop and apply knowledge of archives
- CULCNM303A Move and store collection material
- BSBLIB303 Provide multimedia support
- BSBLIB305 Use established cataloguing tools
- BSBLIB306 Process and maintain information resources
- CUVATS301A Develop and apply knowledge of Aboriginal or Torres Strait Islander cultural arts
- ICAWEB201A Use social media tools for collaboration and engagement
ICPMM321 Capture a digital image
ICPMM322 Edit a digital image
ICPPP322 Digitise images for reproduction
ICPPP397 Transfer digital files
SIRXSL201 Sell products and services
SITTGDE101 Interpret aspects of local Australian Indigenous culture
SITXCOM202 Provide a briefing or scripted commentary
SITXCOM201 Show social and cultural sensitivity

**Group B**
CULEVP201A Assist with the presentation of public activities and events
BSBLIB201 Assist with circulation services
BSBLIB202 Process information resource orders
ICAICT204A Operate a digital media technology package

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<tr>
<th>Qualification Mapping Information</th>
<th>Code and title current version</th>
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<th>Comments</th>
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<td>BSB31714</td>
<td>Certificate III in Library and Information Services</td>
<td>CUL30111 Certificate III in Information and Cultural Services</td>
<td>Qualification moved from Library, Information and Cultural Services Training Package to Business Services Training Package.</td>
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**Links**

**APPENDIX 1 Proposed Draft Qualifications**
Certificate IV in Library and Information Services

Modification History

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Qualification Description

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Licensing/regulatory information

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

Entry Requirements

Nil

Packaging Rules

Total number of units = 15
6 core units plus
9 elective units

The elective units consist of:
- 5 from Group A.
- Of the remaining 4 units:
  - at least 2 must be from Group A and/or Group B
  - up to 2 may be from Group A, B and/or Group C
  - up to 2 may be from a Certificate III, IV or Diploma level qualification in any currently endorsed Training Package or from an accredited course at Certificate III, IV or Diploma.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Core Units

- BSBCUS201 Deliver a service to customers’
- BSBIPR401 Use and respect copyright
- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- BSBLDR403 Lead team effectiveness
- BSBLIB402 Consolidate and maintain industry knowledge

Elective Units

**Group A**
- CULCNM401A Assess the significance of collection objects
- BSBLIB401 Record and maintain collection information
- CULCNM404A Work with cultural material
- CULEVP401A Present information on activities, events and public programs
- CULEVP402A Design and develop interpretive displays
- BSBLIB403 Complete a range of cataloguing activities
- BSBLIB404 Use integrated library management systems
- BSBLIB201 Assist with circulation services
- BSBLIB405 Assist customers to access information
- BSBLIB406 Obtain information from external and networked sources
- BSBLIB407 Search library and information databases
- CULPRE401A Implement preventive conservation activities

**Group B**
- BSBCON401 Work effectively in a business continuity context
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<tr>
<td>BSB4XXXX</td>
<td>Certificate IV in Library and Information Services</td>
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<tr>
<td>BSBEBU401</td>
<td>Review and maintain a website</td>
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<tr>
<td>BSBRKG502</td>
<td>Manage and monitor business or records systems</td>
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<tr>
<td>CPCOHS1001A</td>
<td>Work safely in the construction industry</td>
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<tr>
<td>CULCNM402A</td>
<td>Prepare display mounts for collection material</td>
</tr>
<tr>
<td>CULEVP403A</td>
<td>Install and dismantle exhibition elements</td>
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<tr>
<td>ICAWEB201A</td>
<td>Use social media tools for collaboration and engagement</td>
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<td>ICAWEB420A</td>
<td>Write content for web pages</td>
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<td>ICPPP422</td>
<td>Digitise complex images for reproduction</td>
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<td>ICPRPR386</td>
<td>Troubleshoot digital media</td>
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<td>SITITGD304</td>
<td>Prepare and present tour commentaries or activities</td>
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<td>SITITGD305</td>
<td>Develop and maintain the general and regional knowledge required by guides</td>
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<tr>
<td>SITITGD309</td>
<td>Prepare specialised interpretive content on cultural and heritage environments</td>
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<tr>
<td>SITXMPR401</td>
<td>Coordinate production of brochures and marketing materials</td>
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<td><strong>Group C</strong></td>
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<tr>
<td>BSBSUS301</td>
<td>Implement and monitor environmentally sustainable work practices</td>
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<td>BSBWOR301</td>
<td>Organise personal work priorities and development</td>
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<td>Write simple documents</td>
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<td>BSBLIB306</td>
<td>Process and maintain information resources</td>
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<td>ICAICT104A</td>
<td>Use digital devices</td>
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<td>ICAICT203A</td>
<td>Operate application software packages</td>
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<td>SISXFAC303A</td>
<td>Implement facility maintenance program</td>
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<tr>
<td>TAEDEL301A</td>
<td>Provide work skill instruction</td>
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### Qualification Mapping

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### Links

Companion volumes are available at: <http://www.ibsa.org.au>.
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Qualification Description

This qualification reflects the role of individuals with a sound theoretical knowledge base who use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work or the work of a team. They may provide leadership and guidance to others with some responsibility for the output of others.

Licensing/regulatory information

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

Entry Requirements

Nil

Packaging Rules

Total number of units = 19
7 core units plus
12 elective units

The elective units consist of:
- 9 from Group A and/or B.

Of the remaining 3 units:
- up to 3 may be from Group A, B and/or Group C
- up to 3 may be from Certificate IV, Diploma or Advanced Diploma in any currently endorsed Training Package
- up to 3 may be from an accredited course at Certificate IV, Diploma or Advanced Diploma.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Core Units

- BSBCUS501 Manage quality customer service
- BSBWHS501 Ensure a safe workplace
- BSBLDR403 Lead team effectiveness
- BSBLIB401 Consolidate and maintain industry knowledge
- BSBLIB604 Extend own information literacy skills to locate information
- BSBLIB513 Monitor compliance with copyright and licence requirements
- TAEDEL401A Plan, organise and deliver group based learning

Elective Units

Group A

- BSBLIB603 Contribute to collection management
- BSBLIB507 Promote literature and reading
- BSBLIB403 Complete a range of cataloguing activities
- BSBLIB509 Provide subject access and classify material
- BSBLIB510 Use and monitor advanced functions of integrated library management systems
- BSBLIB406 Obtain information from external and networked sources
- BSBLIB407 Search library and information databases
- BSBLIB511 Research and analyse information to meet customer needs

Group B

- BSBCON601 Develop and maintain business continuity plans
- BSBE8U401 Review and maintain a website
- BSBPMG522A Undertake project work
- BSBRKG502 Manage and monitor business or records systems
- BSBRKG601 Define recordkeeping framework
- BSBRKG608 Plan management of records over time
- BSBRSK501 Manage risk
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