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*.

Qualification Code and Title	Course enrolments 2013
CUL20111 - Certificate II in in Information and Cultural Services	118
CUL30111 - Certificate III in Information and Cultural Services	903
CUL40111 - Certificate IV in Library, Information and Cultural Services	663
CUL50111 - Diploma of Library and Information Services	1,260

Existing Qualifications and Registered Training Organisations

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

- 9 RTO's offering CUL20111 - Certificate II in 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 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

Release	Comments
Release	This version first released with BSB Business Training Package Version XX

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 plus
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.

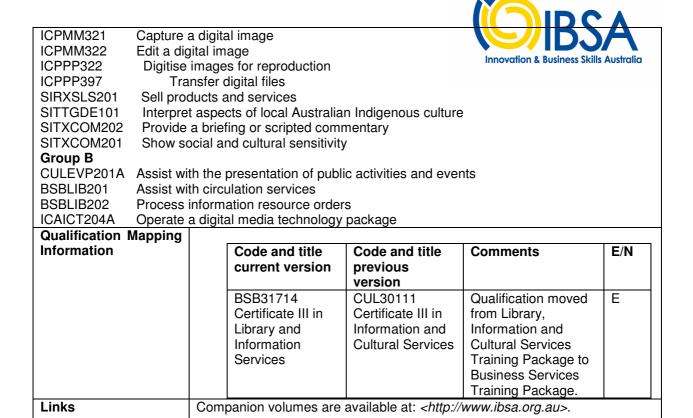The elective units chosen must be relevant to the work outcome and meet local industry needs.

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
SIRXSLS201	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

Qualification Mapping Information				
	Code and title current version	**Code and title previous version**	**Comments**	**E/N**
	BSB31714 Certificate III in Library and Information Services	CUL30111 Certificate III in Information and Cultural Services	Qualification moved from Library, Information and Cultural Services Training Package to Business Services Training Package.	E
Links	Companion volumes are available at: *<http://www.ibsa.org.au>*.			

APPENDIX 1 Proposed Draft Qualifications

BSB4XXXX	Certificate IV in Library and Information Services

Modification **History**

Release	Comments
Release 1	This version first released with BSB Business Training Package Version xx

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
BSBLIB303	Provide multimedia support
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

BSB4XXXX	Certificate IV in Library and Information Services

BSBEBU401 Review and maintain a website
BSBRKG502 Manage and monitor business or records systems
CPCCOHS1001A Work safely in the construction industry
CULCNM402A Prepare display mounts for collection material
CULEVP403A Install and dismantle exhibition elements
ICAWEB201A Use social media tools for collaboration and engagement
ICAWEB420A Write content for web pages
ICPPP422 Digitise complex images for reproduction
ICPPR386 Troubleshoot digital media
SITTGDE304 - Prepare and present tour commentaries or activities
SITTGDE305 - Develop and maintain the general and regional knowledge required by guides
SITTGDE309 - Prepare specialised interpretive content on cultural and heritage environments
SITXMPR401 - Coordinate production of brochures and marketing materials

Group C
BSBSUS301 Implement and monitor environmentally sustainable work practices
BSBWOR301 Organise personal work priorities and development
BSBWRT301 Write simple documents
BSBLIB301 Catalogue objects into collections
BSBLIB302 Develop and apply knowledge of archives
BSBLIB305 Use established cataloguing tools
BSBLIB306 Process and maintain information resources
ICAICT104A Use digital devices
ICAICT203A Operate application software packages
SISXFAC303A Implement facility maintenance program
TAEDEL301A Provide work skill instruction

Qualification Mapping Information				
	Code and title current version	Code and title previous version	Comments	E/N
	BSB42114 Certificate IV in Library and Information Services	CUL40111 Certificate IV in Library, Information and Cultural Services	Qualification moved from Library, Information and Cultural Services Training Package to Business Services Training Package.	E
Links	Companion volumes are available at: *<http://www.ibsa.org.au>*.			

BSB5XXXX	Diploma of Library and Information Services

Modification History

Release	Comments
Release 1	This version first released with BSB Business Training Package Version 1.0.

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
BSBEBU401	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

BSB5XXXX	Diploma of Library and Information Services
BSBSUS501	Develop workplace policy and procedures for sustainability
BSBWOR501	Manage personal work priorities and professional development
BSBWOR502	Lead and manage team effectiveness
CHCORG525D	Recruit and coordinate volunteers
CULATS501A	Work with Aboriginal and Torres Strait Islander cultural material
CULCNM501A	Assess the significance of collections
BSBLIB501	Manage lending and borrowing processes for collections
BSBLIB502	Manage the development of collections
BSBLIB601	Research and document collection material
BSBLIB602	Develop and monitor procedures for the movement and storage of collection material
CULEVP501A	Coordinate the installation and dismantling of exhibitions
CULEVP502A	Develop and implement exhibition interpretive strategies
BSBLIB503	Develop and promote activities, events and public programs
BSBLIB504	Develop exhibition concepts
BSBLIB506	Maintain digital repositories
CULICM602A	Manage collection maintenance and preservation procedures
BSBLIB508	Analyse and describe information resources
BSBLIB605	Analyse and describe specialist and complex material
BSBLIB505	Develop disaster management plans
CULREL501	Develop and maintain community and stakeholder relationships
FNSORG501A	Develop and manage a budget
ICASAS410A	Identify and resolve client IT problems
ICAWEB417A	Integrate social web technologies
ICAWEB418A	Use development software and IT tools to build a basic website
ICAWEB420A	Write content for web pages
SITTGDE304	Prepare and present tour commentaries or activities
SITTGDE309	Prepare specialised interpretive content on cultural and heritage environments
Group C	
BSBMKG413	Promote products and services
BSBWRT401	Write complex documents
HLTHIR403C	Work effectively with culturally diverse clients and co-workers
CHCLLN403A	Identify clients with language, literacy and numeracy needs and respond effectively
BSBLIB304	Provide multimedia support
CULEVP403A	Install and dismantle exhibition elements
BSBLIB304	Use established cataloguing tools
CUVFIM401A	Obtain revenue to support operations
FNSPIM412A	Participate in formal communication processes
ICAICT308A	Use advanced features of computer applications
ICAWEB201A	Use social media tools for collaboration and engagement
SITXHRM401	Roster staff
TAEDES401A	Design and develop learning programs

Qualification Mapping Information				
	Code and title current version	**Code and title previous version**	**Comments**	**E/N**
	BSB52114 Diploma of Library and Information Services	CUL50111 Diploma of Library and Information Services	Qualification moved from Library, Information and Cultural Services Training Package to Business Services Training Package.	E

Links	Companion volumes are available at: *<http://www.ibsa.org.au>*.