



Essential Library Skills

State ID: SC-PLB-V1393

About this course

A comprehensive introduction

This course will introduce you to the **essentials of working in a library**. You'll gain skills in communication and **customer service**, **searching databases**, as well as **basic IT troubleshooting** and staging public **activities and events**. There is a combination of online and face-to-face delivery.

Our **course lecturer has over 30 years industry experience** across a broad range of organisations.

Gain these skills

- Communication and customer service - identify needs and priorities of customers, communicate with the customer and respond to customer feedback and complaints.
- Database and search engine searching - review a range of databases, and develop the skills necessary to formulate effective search strategies.
- Basic IT troubleshooting - covers client information and communications technology problems.
- Team work and workplace training - working with others, and learn workplace training techniques.
- Staging public activities and events - develop a program of events, and produce a project plan and run sheet.
- Library information literacy - includes independent learning and keeping up to date within the library industry

Details

Semester 2, 2019

Perth (Northbridge) - On Campus Mon 8:30 - 17:00 & Online



When: **Semester 2, 2019**



How: **Online**

Important information

This course runs for ten weeks.

In class training takes place Mondays, 23 September and 21 October.

Fees and charges

\$948

Please note, fees are subject to change.