Library Essential Skills
State ID: SC-PLB-V1393

About this course
A comprehensive foundation

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

During your course of study, NMTAFE may use a variety of learning practices to ensure you get the best outcome.
for your learning journey. This may include online learning, face-to-face classroom, laboratory/workshop delivery, work placement or a combination of these, depending on which is most appropriate.

**Important information**

To register your interest in this course please email Pacintech@nmtafe.wa.edu.au

**Fees and charges**

$507 (inc GST)

Please note, fees are subject to change.