



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**

Units

Core

National ID	Unit Title
V1393	Essential Library Skills

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.