



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



Some of the courses on the list can be done completely online. However some of the courses require a practical component which can't be done online, or some may be a mix of online and face-to-face learning. We'll let you know what's required for your course. For a full list of online courses, please use the filters under the *Refine course results* menu.

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



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combination of these, depending on which is most appropriate.

Fees and charges

\$507 (inc GST)

Please note, fees are subject to change.



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