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

In order to comply with COVID-19 Government directed social distancing guidelines, some courses may include a mix of online learning, virtual classrooms (live web conferencing with your lecturer and class) and classroom delivery, as well as practical and work experience placements.

Lecturers will provide specific instructions to their student groups on how training will be undertaken.

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.