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

Important information

The next session will run for ten weeks in term 2, 2020.

For a copy of the course summary and further details about this course please email [Pacintech@nmtafe.wa.edu.au](mailto:Pacintech@nmtafe.wa.edu.au)

$507 (inc GST)