

MAKING CAREER CHOICES

FACT SHEETS TO HELP YOU CHOOSE
THE RIGHT CAREER AND STUDY PATH



Library and Information Services

Information Manager, Librarian, Library Assistant, Library Technician

Industry Description

Practitioners in this industry will be required to manage or assist with collections of recorded materials and the delivery of information services to users. This could include sorting and cataloguing materials, operating computerised databases and systems and providing support to customers answering enquiries and assisting with information searches.

Below are some of the particularly demanding requirements. Reasonable Adjustment may apply for individuals with specific support needs in industry training. The learner should have:

- the ability to communicate information so others will understand (oral and written expression)
- the ability to read and understand a variety of text (reading comprehension)
- the ability to use technology and relevant software such as computers, databases and internet services
- the ability to organise and order objects according to a set of rules or conventions
- tolerance for working indoors and sitting for long periods of time
- the ability to be patient, friendly and remain in control under pressure
- the ability to deal with customers and give full attention, taking time to understand and ask questions as appropriate (active listening)
- the ability to handle, carry and control objects and equipment (manual dexterity)
- the ability to move freely within the workplace and around objects such as tables, trolleys and storage units
- the ability to see details at close range (near vision).

Below are some of the important personal abilities that are required. The learner should have:

- good oral and written communication skills
- an aptitude for working with computers
- a methodical approach to work

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- an eye for detail
- a practical, logical approach to work
- good customer service skills
- good organisational skills.

Workplace Health and Safety

All practitioners must understand their workplace health and safety obligations and safety requirements under the:

- *Work Health and Safety Act 2011* which imposes obligations on people at workplaces to ensure workplace health and safety.
- *Work Health and Safety Regulation 2011* that describes what must be done to prevent or control certain hazards which cause injury, illness or death.
- *Codes of Practice*, which are designed to give practical advice about ways to manage exposure to risks common to industry.

All practitioners must be able to participate in Risk Assessments, Incident Reports and Hazard Identification.

Legislative or licensing issues

All practitioners must meet the qualification requirements set by industry standards.

Resources and further information

For more information on duties, tasks and career and labour market information relating to Library and Information Services, please refer to <http://joboutlook.gov.au>.

Industry information/professional associations

Australian Library and Information Association (ALIA): www.alia.org.au

For career resources to help explore and plan careers, visit www.myfuture.edu.au.

This is intended to be used as a tool for career research, in conjunction with other resources. For specific course information, please refer to the TAFE Queensland website www.tafeqld.edu.au or ring 1300 308 233.

