

LSIILARC2v2

Establish what content is available to meet identified requirements and its sources of supply



Overview

New content is constantly being created, whether as internal documents and records or as published material in hard copy or electronically. New material may become available either as individual items or as collections. This standard is about developing and implementing processes for identifying the availability of new content and collections, sources of supply and monitoring supply trends. It requires an understanding of how content becomes available, the sources (internal and external) and the processes for obtaining content.

This standard is applicable to people in management and practitioner roles who are responsible for identifying appropriate content and collections, and sources of supply.

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Performance criteria

You must be able to:

- P1 identify the range of sources of supply available
- P2 identify changes in the internal and external environment of your organisation (including technical and social developments) that are likely to impact on supply
- P3 identify key suppliers of external content (including holders of relevant archives or collections), including suppliers of content in alternative formats and languages
- P4 identify potential suppliers of internal content, e.g. abstracts, web pages, reports, etc
- P5 identify the records to be managed as organisational records and categorise these into series, determined by their value and importance
- P6 develop systems and processes to identify and track developments in external content (including new sources and methods of supply) relevant to your organisation and customer groups
- P7 assess the value and benefit of new means of content supply including new suppliers, extensions to services provided by existing suppliers, and new ways of providing and delivering content
- P8 set up processes for monitoring suppliers and new suppliers
- P9 track changes in the internal content being generated by your organisation
- P10 work with customers to assess the potential of new internal and external content
- P11 advise your organisation of changes that can beneficially be made to its external content portfolio
- P12 advise your organisation of the potential of new internally developed content to meet wider organisational needs

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Knowledge and understanding

You need to know and understand:

- K1 the information supply marketplace (including sources and supply methods), and how to keep up to date with new developments
- K2 the business drivers of potential suppliers
- K3 how regulatory, social and technical developments impact on supply chains
- K4 constraints and concerns that affect the supply of internal content
- K5 how and where key or vital records are created so they can be captured and managed as organisational records in order to meet organisational goals and legal and regulatory requirements
- K6 how to analyse new developments for relevance to your organisation or customer group
- K7 the types of internal information and records created within your organisation and how these need to be available to meet organisational and customer needs
- K8 how to maintain a working knowledge of the content that the organisation already has that is relevant to your area of responsibility and customer needs
- K9 how to maintain a working knowledge of new content (including collections and archives) relevant to your organisation
- K10 how to make a reasoned case for action where you assess development in sources and supply as significant in terms of their value to the organisation and/or its customers
- K11 the techniques for evidence based content decision including research techniques and methods for obtaining customer feedback
- K12 how to analyse and assess data and information and turn it into information suitable for decision making

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Additional Information

Behaviours

1. You maintain a current knowledge of the sources and suppliers of external and internal content and collections of relevance to your area of operation
2. You foster good working relationships with suppliers, including potential donors of archives
3. You recognise the importance of assessing content quality.

Links to other NOS

This standard has links with

MSC F4 – Develop and review a framework for marketing,
MSC F4 – Build your organisation's understanding of its market and customers and MSC F10 – Develop a customer focused organisation in the NOS for Management and Leadership, developed by the Management Standards Centre.

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Developed by	Learning and Skills Improvement Service
Version number	1
Date approved	April 2008
Indicative review date	April 2010
Validity	Current
Status	Original
Originating organisation	Lifelong Learning UK
Original URN	LAISC2
Relevant occupations	Information and Communication Technology; Public Services; Managers and Senior Officials; Research Professionals; Librarians and Related Professionals; Local Area Archives; Microfilm and Microfiche Technician; Education and training; Direct learning support; Business management; Public Service Professionals; Government and Related Organisations; Records; Communications; General; Public Service and Other Associate Professionals
Suite	Information and Library Services, Archive Services and Records Management
Key words	Information, library, archive, knowledge, records management