LSIILARF4v2
Educate customers to find and use information

Overview

This standard is about engaging with customers to develop their information literacy skills. It is relevant if you assist customers to find information they need for themselves, deal with requests for assistance or contribute to creating guides, tools and training/development events. It also includes helping customers to critically appraise various types of information, to understand its significance, make inferences and deductions, and evaluate its reliability for decision making.

This standard is for practitioners and operational staff who are involved in developing customer's information literacy skills.

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Performance criteria

You must be able to:

P1   identify the training needs of your users and your organisation

P2   prioritise the need for training on information skills against the available resources

P3   support and advise individuals on their training needs and how to obtain training

P4   plan, design and deliver induction programmes relevant to the resources and services of your organisation

P5   develop guides and finding aids to help customers locate information or content

P6   plan, design and deliver training and support for customers to enable them to make use of guides and finding aids to the collections

P7   plan, design and deliver training and support for customers to enable them to understand the range of internal and external resources available to them, how to identify, evaluate, appraise and use the information they require, and how to share information appropriately

P8   plan and deliver training and support for customers to enable them to use technical tools to find information

P9   provide help to customers who experience difficulty in using technical tools

P10 plan, design and deliver one-to-one training and coaching

P11 evaluate the effectiveness of training programmes for planning their further development

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Knowledge and understanding

You need to know and understand:

K1   current thinking on user education and training

K2   the principles and practices of information literacy

K3   the organisation's information resources, their content and how to use them and the available tools

K4   how to use the relevant guides and finding aids to the collections

K5   how to use the available technology to help customers find the information they need

K6   the range of techniques that can be employed to support learning.

K7   theories and principles of effective communication

K8   ways to structure and present information and ideas clearly and effectively to learners

K9   how to design training and skills transfer events to meet user needs.

K10   how to design e-training and support

K11   how to assess the effectiveness of training

K12   how to help customers evaluate information quality and reliability

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Additional Information

Behaviours

1. You advocate the advantages of developing effective information skills and seek to share your information skills with others
2. You listen carefully to customers to identify their needs for support and guidance
3. You are sensitive to customers and the way they work
4. You recognise the importance of communicating with a minimum of jargon
5. You look for opportunities for education and training programmes
6. You recognise the risk of using the wrong information or misusing information

Links to other NOS

This standard links with:

Professional Standards for Teachers, Tutors and Trainers in the Lifelong Learning Sector
Learning Support developed by Learning and Skills Improvement Service
For those working in a school environment, see also the Training and Development Agency for Schools' standards at www.tda.gov.uk

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