



## Applications of ICT in Libraries

### Higher National Unit DP5E 34 Supporting Client Learning

#### Pre-Course Questionnaire

The unit Supporting Client Learning is designed to develop skills in public library staff required to support clients in their selection and use of ICT-based learning packages within the library.

Candidate Name	
Contact Details	
Date	

## Outcome 1

Profile client in terms of ICT competence and learning goals.

This outcome relates to constructing an initial profile of the client's:

- ◆ ICT competence
- ◆ competence and experience, if any, in the area for which learning is to be undertaken
- ◆ reasons for undertaking learning using ICT
- ◆ special needs, if any

This is most easily done by means of an informal interview with the client. Good communication skills are key to this interview. It is best to use checklists to record the client's responses so that there is a structured record of the client profile for future reference.

### A. Establishing client competence in use of hardware and software

Factors: Client experience with hardware using a Windows environment Internet e-mail applications packages does the client need introductory ICT training package.

Please rate your experience of establishing client competence in the use of hardware and software.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

### B. Determining client's learning goals

Factors: Is the learning self-contained or to support a course being studied elsewhere subject area slant or specialism existing competence future competence as a result of the learning undertaken reasons for learning timeframe time available importance or non-importance of certification finance.

Please rate your experience of determining client's learning goals.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

### C. UK education and training system

Note that since the education and training systems of the four UK nations differ from one another, you should have an idea of the principal differences, understand in detail the system for your own nation and know where to find out the details for the systems in the other three nations.

Factors: Pre-school education primary education secondary education tertiary education workplace education informal education education and training systems of the four UK nations.

Please rate your knowledge of the UK education and training system.

No knowledge	
Some knowledge	
Competent	

Tick one box and highlight any area in the factors where you lack knowledge.

D. Special needs

Special needs of the client may have a bearing on the learning.

Factors: Categories of special needs    motor, visual or hearing impairment    learning difficulties (including dyslexia)    English as a second language    literacy or numeracy issues.

Please rate your experience of determining client's special needs.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

E. Sources of careers information

Client learning may be related to work goals.

Factors: On-line information about careers and workplace qualifications    national careers websites    industry sector specific careers websites.

Please rate your knowledge of sources of careers information.

No knowledge	
Some knowledge	
Competent	

Tick one box and highlight any area in the factors where you lack knowledge.

In the box below, briefly relate an example where you have profiled a client in terms of ICT competence and learning goals.

## Outcome 2

Select a range of ICT-based package(s) to support this learning

This outcome relates to the ability to choose appropriate key words to use as search terms in an Internet search and to use these in a logically structured search on the client's behalf. You need to know how best to use the various Internet search tools.

### A. Selection criteria

Factors: Topic match level of package possibility of certification time required for package monetary cost special needs level of ICT skills for package chosen.

Please rate your experience of establishing selection criteria for packages for client learning.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

### B. Learning packages available within own organisation

Factors: Range of learning packages which are available within your library service finding information on packages which are not held at your own service point restrictions on the use of these learning packages eg library premises only or home use limitations on amount of time of use in the library borrowing restrictions specification of client's machine for home use of package.

Please rate your knowledge of learning packages available within own organisation.

No knowledge	
Some knowledge	
Competent	

Tick one box and highlight any area in the factors where you lack knowledge.

### C. Sourcing learning packages outside own organisation

Factors: Locally offered provision for clients - schools, colleges, universities, private trainers, local learning partnerships, community learning, private training provision, voluntary organisations provider prospectuses provider on-line information e-learning free of charge on the Internet or for a fee learning resources websites and their geographical scopes curriculum related and revision aid websites.

Please rate your experience of sourcing learning packages outside your own organisation for client learning.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

D. Devising a learning plan

Factors: SMART (Specific, Measurable, Achievable, Realistic and Timebound) objectives  
overall learning goal specific learning objectives deadline for completion schedule for learning  
support from library responsibilities and involvement of any outside provider.

Please rate your experience of devising a learning plan for client learning.

No experience	<input type="checkbox"/>
Some experience	<input type="checkbox"/>
Competent	<input type="checkbox"/>

Tick one box and highlight any area in the factors where you lack experience.

E. Progression opportunities

The library is role as a key player in lifelong learning; so it is important to look at further learning opportunities for the client after completion of the initial learning.

Factors: Further learning options on completion sources of information on learning provision.

Please rate your experience of exploring progression opportunities related to client learning.

No experience	<input type="checkbox"/>
Some experience	<input type="checkbox"/>
Competent	<input type="checkbox"/>

Tick one box and highlight any area in the factors where you lack experience.

In the box below, briefly relate an instance where you selected ICT -based package(s) to support client learning.

### Outcome 3

Provide appropriate ICT support to the client in the use of their chosen learning package(s)

This outcome relates to the provision of ICT support. It covers provision of in-house and externally sourced learning packages to get the client up to speed in the use of ICT as well as helping the client when technical problems are encountered with computer equipment.

#### A. Knowledge of appropriate in-house learning packs to develop ICT skills

Factors: Need for an informed choice when recommending a package to a client knowledge of the broad range of in-house learning packs to develop ICT skills knowledge of the operation of packages familiarity with their content and level.

Please rate your knowledge of appropriate in-house learning packs to develop ICT skills.

No knowledge	
Some knowledge	
Competent	

Tick one box and highlight any area in the factors where you lack knowledge.

#### B. Front-line client support

Factors: Awareness of technical snags versus user errors when a client is using an ICT based learning package in the library ability to assist with simple trouble shooting knowledge of typical technical difficulties which can arise and how these can be overcome knowing the boundary between simple trouble-shooting and need for technical professional how to access appropriate technical support for special needs.

Please rate your experience of providing front-line support to clients engaged in learning.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

#### C. Referring clients to sources of support external to library

The situation can arise that there is no suitable in-house package available to support the client in use of ICT before using the chosen learning package(s).

Factors: Referring client to external sources practical courses from local providers knowledge of local provision.

Please rate your experience of referring clients to sources of support external to library.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

In the box below, briefly relate an example where you have provided appropriate ICT support to a client in the use of a learning package(s).