

CENTRE FOR APPLIED INFORMATION AND
COMMUNICATION
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UNISA'S CENTRE FOR APPLIED INFORMATION AND COMMUNICATION

NQF LEVEL 5 WORKSHOPS FOR 2017

1. ARCHIVES AND RECORDS MANAGEMENT

1.1 BASIC ARCHIVES AND RECORDS MANAGEMENT (BARM) 4 CREDITS: (4-DAY WORKSHOP)

Course content:

- a) Basic concepts and definitions
- b) Records management
- c) Duties and responsibilities of the records manager
- d) Characteristics, values and types of records
- e) Record keeping systems
- f) File plans
- g) Registries and records centres
- h) Legal framework
- i) Useful documents

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
07-10 March 2017	06 February 2017	R8 250.00	Muckleneuk campus (Pretoria)
28-31 March 2017	27 Feb 2017	R8 250.00	Muckleneuk campus (Pretoria)
18-21 April 2017	24 March 2017	R8 250.00	Muckleneuk campus (Pretoria)
02-05 May 2017	11 April 2017	R8 250.00	Muckleneuk campus (Pretoria)
12-15 June 2017	16 May 2017	R8 250.00	Muckleneuk campus (Pretoria)
04-07 July 2017	06 June 2017	R8 250.00	Muckleneuk campus (Pretoria)
01-04 August 2017	04 July 2017	R8 250.00	Muckleneuk campus (Pretoria)
26-29 September 2017	29 August 2017	R8 250.00	Muckleneuk campus (Pretoria)
03-06 October 2017	05 September 2017	R8 250.00	Muckleneuk campus (Pretoria)
07-10 November 2017	17 October 2017	R8 250.00	Muckleneuk campus (Pretoria)

1.2 INTERMEDIATE ARCHIVES AND RECORDS MANAGEMENT (IARM): 4 CREDITS (5-DAY WORKSHOP)

Course content:

- a) Information Governance and Records Survey
- b) Functional Analysis and Essential Project Management
- c) Appraisal, Retention, Disposal and Vital Records
- d) Electronic Issues and Challenges
- e) Electronic Recordkeeping
- f) Technology Solutions
- g) Computer Basics

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
03-07 April 2017	24 March 2017	R9 350.00	Muckleneuk campus (Pretoria)
19-23 June 2017	26 May 2017	R9 350.00	Muckleneuk campus (Pretoria)
17-21 July 2017	23 June 2017	R9 350.00	Muckleneuk campus (Pretoria)
14-18 August 2017	21 July 2017	R9 350.00	Muckleneuk campus (Pretoria)
11-15 September 2017	18 August 2017	R9 350.00	Muckleneuk campus (Pretoria)
09-13 October 2017	15 September 2017	R9 350.00	Muckleneuk campus (Pretoria)
13-17 Nov 2017	20 October 2017	R9 350.00	Muckleneuk campus (Pretoria)

1.3 ADVANCED ARCHIVES AND RECORDS MANAGEMENT (AARM) 4 CREDITS: (5-DAY WORKSHOP)

Course content:

- a) Conceptual framework
- b) Challenges of digital preservation
- c) Standards and models
- d) Developing policies, strategies and standards
- e) Techniques, processes and practices of preservation
- f) Introduction to audio-visual records
- g) Documentation and cataloguing
- h) Managing digital audio-visual collections
- i) Oral history theory and methodology

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
22-26 May 2017	24 April 2017	R11 330.00	Muckleneuk campus (Pretoria)
10-14 July 2017	16 June 2017	R11 330.00	Muckleneuk campus (Pretoria)
04-08 September 2017	08 August 2017	R11 330.00	Muckleneuk campus (Pretoria)
23-27 October 2017	29 September 2017	R11 330.00	Muckleneuk campus

			(Pretoria)
20-24 Nov 2017	27 October 2017	R11 330.00	Muckleneuk campus (Pretoria)

2. LIBRARY SHORT LEARNING PROGRAMMES

2.1 LIBRARY MARKETING 2-DAY WORKSHOP

Target group: Library staff from public and private libraries

Course content:

- a) Public relations
- b) The marketing process
- c) Publications as marketing and promotional tools
- d) Mass media as marketing and promotional tool
- e) Library displays
- f) Outreach events

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
29-30 June 2017	30 May 2017	R3 190.00	Muckleneuk campus

2.2 OVERVIEW OF LIBRARY AND INFORMATION SERVICES – 3-DAYS

Target group:

The course is focused at general library workers. It will serve to create an understanding of the Library and Information Service and align personal vision and skills with the specific LIS vision, LIS requirements and LIS customer service principles.

Course content:

- a) Overview of Library and Information Science
- b) Purpose
- c) Legislative Framework
- d) Functions and Roles
- e) Different types of Libraries
- f) Basic Principles of information management:
- g) Classification
- h) Different collections
- i) Storage and shelving
- j) Retrieval

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
26-28 July 2017	30 June 2017	R3 850.00	Muckleneuk campus (Pretoria)

2.3 CUSTOMER CARE – 2-DAYS:

Course content:

- a) Library customer and management of different expectations within the Context of the organisational purpose
- b) Principles of Relationship Management
- c) Communication, Boundaries, Assertiveness and Service Delivery Principles
- d) Handling different customers and diverse needs
- e) Handling general and special requests effectively
- f) Helping users access databases, internet, catalogues, information searches, etc.
- g) Handling complaints, queries and recommendations
- h) Assisting persons with different development needs with information searches
- i) Assisting children and youth with school tasks
- j) Handling complaints, queries and recommendations

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
30-31 August 2017	28 July 2017	R3 190.00	Muckleneuk campus (Pretoria)

2.4 COLLECTION DEVELOPMENT – 5-DAYS

Target group:

General library workers with a very basic understanding of the LIS and the administrative processes in a library. This training session is for participants who have completed the overview course.

Course content:

- a) Handling special requests from the public
- b) Record gaps in book collections
- c) Stocktaking, shelf reading and weeding
- d) Keeping/performing acquisitions
- e) Monitor condition of library materials
- f) Transfer of materials between library points
- g) Acquisition of new and donated material (fiction)
- h) Effective usage of E-learning and internet as a resource
- i) Pro-active interaction with community stakeholders and media to ensure effective delivery on information needs

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
16-20 October 2017	29 September 2017	R5 500.00	Muckleneuk campus

2.5 REFERENCE SERVICES – 3 DAYS

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
12-14 July 2017	15 June 2017	R4 070.00	Muckleneuk campus

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2.6 CATALOGUING AND CLASSIFICATION-5 DAYS

Workshop Contents

- a) Introduction to cataloguing and classification
- b) Classification of resources using Dewey Decimal Classification (DDC)
- c) Digitization of catalogue records using MARC21
- d) Descriptive cataloguing of resources using Anglo-American Cataloguing Rules, (AACR2)/RDA
- e) Practical exercises

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
08-12 May 2017	08 April 2017	R6 600.00	Muckleneuk campus

2.7 INTRODUCTION TO LIBRARY ADMINISTRATION AND DESK ROUTINES- 3 DAYS

Target group:

Any person with an NQF level 4 qualification or relevant experience and who is interested in library and information and related work environment.

Purpose of the Workshop:

The purpose of the workshop is to equip participants with theoretical knowledge as well as practical skills needed to provide services satisfying information needs of library clients

Workshop Contents:

- a) Know your library
- b) Frameworks for library administration
- c) Procedures for library administration at the circulation desk
- d) Communication and customer care
- e) Ethical considerations

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
17-19 May 2017	19 April 2017	R3 300.00	Muckleneuk campus

2.8 INTRODUCTION TO LIBRARY AND INFORMATION SERVICES ENVIRONMENT- 3 DAYS

Target group:

Any person with an NQF level 4 qualification or relevant experience and who is interested in library and information and related work environment.

Purpose of the Workshop:

To equip participants with theoretical and practical knowledge of the range of library and information services and related issues in order to enable them to function effectively in different information environments

Workshop contents:

- a) Introduction to the library and information services
 - o Library and information environments
 - o Types of library and information services
 - o Role and functions of information services
- b) Legislative and regulatory framework governing LIS
- c) Staff functions
- d) Professionalism in library and information work
- e) Ethics in library and information work

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
06-09 June 2017	16 May 2017	R3 300.00	Muckleneuk campus

2.9 CUSTOMER RELATIONSHIP MANAGEMENT IN LIBRARY AND INFORMATION SERVICES-2 DAYS

Target group:

Any person with an NQF level 4 qualification or relevant experience and who is interested in library and information and related work environment.

Purpose of the Workshop:

The purpose of the course is to provide information practitioners with fundamental theoretical and practical knowledge in various concepts of customer relationship management which are necessary in a service profession such as library and information work.

Workshop contents:

- a) Introduction to customer relationship management (CRM)
- b) Evolution of CRM
- c) Components of CRM
- d) CRM drivers
- e) CRM strategies
- f) CRM and libraries: application and implications

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
10-11 July 2017	13 June 2017	R3 300.00	Muckleneuk campus

2.10 PROMOTION AND MARKETING OF LIBRARY AND INFORMATION SERVICES-2 DAYS

Target group:

Any person involved in or interested in marketing and promoting library and information services.

Purpose of the Workshop:

The purpose of this module is to equip participants with required theoretical knowledge and practical skills to market and brand library and information services in order to create awareness and increase their use.

Workshop contents:

- a) Marketing, promotion, branding and public relations
- b) The marketing process
- c) Publications as marketing and promotional tools
- d) Mass media as marketing and promotional tools
- e) Displays
- f) Outreach events

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
30-31 October 2017	29 September 2017	R3 850.00	Muckleneuk campus

2.11 PROJECT MANAGEMENT IN LIBRARY AND INFORMATION SERVICES-3 DAYS

Target group:

Any person with an NQF level 4 qualification or relevant experience and who is interested in library and information and related work environment.

Purpose of the Workshop:

The purpose of this workshop is to equip participants with theoretical knowledge and practical skills of project management to enable them to conduct projects that enhance library and information services.

Workshop contents:

- a) The concept of project management and its application to information services.

b) Implementation and management of LIS projects

- Application of the nine project management knowledge areas (PMBOK)
- Developing a project charter;
- Develop the project life cycle for an LIS project.

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
01-03 November 2017	06 October 2017	R4 950.00	Muckleneuk campus

2.12 MANAGEMENT OF LIBRARY AND INFORMATION SERVICES-4 DAYS

Target group:

Any person with an NQF level 4 qualification or relevant experience and who is interested in library and information and related work environment.

Purpose of the Workshop:

The purpose of this workshop is to equip students with theoretical and practical understanding of the principles of management as practiced in the delivery of library and information services. Such understanding will equip library and information workers with specific skills in core activities that will enhance the delivery of library and information services.

Workshop contents:

- a) The concept of management and its application to libraries and information services.
- b) The management of key resources in the library and information services
- c) Core values and skills of the manager of the library and information services
- d) Enhancing critical thinking and reflexivity on professional practices in the library and information services

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
08-11 August 2017	11 July 2017	R4 950.00	Muckleneuk campus

3. PAPER CONSERVATION AND BOOK BINDING SHORT LEARNING PROGRAMMES

3.1 BOOK AND PAPER CONSERVATION & PRESERVATION (8 CREDITS) -5 DAYS

Target group:

Any person with an NQF level 4 qualification or relevant experience and who is interested in library and information and related work environment. Specifically, the target groups are archivists, librarians, records management professionals, curators

Purpose of the Workshop:

The purpose of this workshop is to provide practical hands-on experience in the conservation and preservation of paper, rare manuscripts and books.

Workshop contents:

- a) Repairs of leather binding
- b) Spine repair
- c) Repair of pamphlets
- d) Paper repairs in binding
- e) Hinge and joint repairs
- f) Needle and leather repairs
- g) Case binding
- h) Refurbishing of binding
- i) Binding with hollows
- j) Enemies of binding
- k) Furniture suitable for bookbinding
- l) Binding examples
- m) End leaves
- n) Preserving originals
- o) Different parts of a book
- p) Identification materials and styles
- q) Tipping in of pages
- r) Materials in book conservation
- s) Enclosure
- t) Book cradles
- u) Digitisation of books

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
04-08 September 2017	04 August 2017	R8 250.00	Muckleneuk campus

3.2 PRESERVATION MANAGEMENT (8 CREDITS) -5 DAYS

Target group:

Any person with an NQF level 4 qualification or relevant experience and who is interested in library and information and related work environment. Specifically, the target groups are archivists, librarians, records management professionals, curators.

Purpose of the Workshop:

The purpose of the workshop is to provide practical, hands-on training involving preservation management of artefacts and collections.

Workshop contents:

- a) Understand preservation terms and concepts
- b) Significance of policy and planning
- c) Disaster management planning and control related to artefacts and collections
- d) Appropriate buildings and location requirements for storage, care, preservation and display purposes
- e) Handling of artefacts
- f) Pest control and housekeeping
- g) Handling and care of exhibitions.

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
14-18 Aug 2017	17 July 2017	R8 250.00	Muckleneuk campus

3.3 MANAGEMENT OF AUDIO-VISUAL, MULTIMEDIA AND PHOTOGRAPHS (8 CREDITS) -5 DAYS

Target group:

Any person with an NQF level 4 qualification or relevant experience and who is interested in library and information and related work environment.

Purpose of the Workshop:

The purpose of the workshop is to provide an introduction and practical experience with managing audio-visual, multimedia, and photographs.

Workshop contents:

- a) The context of creation, format, and applications of audio-visual archival materials;
- b) Collection development;
- c) The organization/arrangement of audio-visual archives;
- d) Intellectual control/description (catalogues);
- e) Access and use;
- f) Preservation of audio-visual and photographic archives.
- g) Playback and equipment

- h) Digitisation – preparing collections
- i) Conservation restoration

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
18-22 Sep 2017	21 Aug 2017	R8 250.00	Muckleneuk campus

3.4 BOOK BINDING (8 CREDITS) -5 DAYS

Target group:

Any person with an NQF level 4 qualification or relevant experience and who is interested in library and information and related work environment. Specifically, the target groups are archivists, librarians, records management professionals, curators

Purpose of the Workshop:

The purpose of this workshop is to provide practical hands-on experience in book binding.

Workshop contents:

- a) Paper types
- b) Universal sizes and weight
- c) Binding techniques;
- d) Introduction to glues and adhesives, qualities and effects over time
- e) Paper's reaction to moisture
- f) Pamphlet binding
- g) Book engineering
- h) Cover construction
- i) Introduction to letterpress - choosing fonts and font sizes for covers
- j) Lining fabric demonstration
- k) Covering covers and filling in
- l) Letterpress and Casing in book
- m) Alternative Bookbinding styles
- n) Repairs of different types of binding
- o) Enemies of binding
- p) End leaves
- q) Preserving originals
- r) Identification materials and styles
- s) Tipping in of pages
- t) Materials in book conversation
- u) Enclosure
- v) Book cradles
- w) Digitisation of books

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
06-10 Nov 2017	13 Oct 2017	R8 250.00	Muckleneuk campus

For further information on scheduled courses, or requests for in-house training contact:

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