

CENTRE FOR LIFELONG LEARNING
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UNISA Centre for Lifelong Learning Workshop Schedule 2024: Workshops are confirmed when ten students have registered.

1. ARCHIVES AND RECORDS MANAGEMENT

1.1 BASIC ARCHIVES AND RECORDS MANAGEMENT (BARM)77702: 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

PROPOSED WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
04-07 March 2024	23 February 2024	R11 241.00	Online MS Teams
8-11 April 2024	29 March 2024	R11 241.00	Online MS Teams
15-18 April 2024	05 April 2024	R11 241.00	Online MS Teams
13-16 May 2024	03 May 2024	R11 241.00	Online MS Teams
10-13 June 2024	31 May 2024	R11 241.00	Online MS Teams
8- 11 July 2024	28 June 2024	R11 241.00	Online MS Teams
29 July- 1 August 2024	19 July 2024	R11 241.00	Online MS Teams
19-22 August 2024	8 August 2024	R11 241.00	Online MS Teams
9-12 September 2024	30 August 2024	R11 241.00	Online MS Teams



14-17 October 2024	04 October 2024	R11 241.00	Online MS Teams
11-14 November 2024	01 November 2024	R11 241.00	Online MS Teams

1.2 INTERMEDIATE ARCHIVES AND RECORDS MANAGEMENT (IARM) 77703: 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
11-15 March 2024	1 March 2024	R12 692.00	Online MS Teams
27-31 May 2024	17 May 2024	R12 692.00	Online MS Teams
01-05 July 2024	21 June 2024	R12 692.00	Online MS Teams
30 September- 04 October 2024	20 September 2024	R12 692.00	Online MS Teams
04-08 November 2024	25 October 2024	R12 692.00	Online MS Teams

1.3 ADVANCED ARCHIVES AND RECORDS MANAGEMENT (AARM) 77704: 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 April 2024	24 May 2024	R15,472.00	Online MS Teams
03-07 June 2024	24 May 2024	R15,472.00	Online MS Teams
21-25 October 2024	11 October 2024	R15,472.00	Online MS Teams
25-29 November 2024	15 November 2024	R15,472.00	Online MS Teams

2. LIBRARY SHORT LEARNING PROGRAMMES

2.1 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
20-22 May 2024	03 May 2024	R 4,670.00	Online MS Teams
26-28 August 2024	09 August 2024	R 4,670.00	Online MS Teams

2.2 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
20-22 May 2024	03 May 2024	R 3,920.00	Online MS Teams
26-28 August 2024	09 August 2024	R 3,920.00	Online MS Teams

2.3 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	COST	VENUE
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	REGISTRATION		
01-05 July 2024	16 August 2024	R 5,370.00	Online MS Teams
02-06 December 2024	15 November 2024	R 5,370.00	Online MS Teams

2.4 REFERENCE SERVICES – 3 DAYS

Target group

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

Purpose of the Workshop:

The reference services workshop intends to impart theoretical and practical knowledge necessary to provide a basic reference service to library users.

Workshop Contents:

- a) Introduction to reference services
- b) General overview of the reference worker
- c) Styles of reference services
- d) Models of reference services
- e) The reference process

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
06-08 May 2024	20 April 2024	R 4,960.00	Online MS Teams
23-25 October 2024	04 October 2024	R 4,960.00	Online MS Teams

2.5 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
15-19 July 2024	21 June 2024	R 8 000.00	Online MS Teams
26-30 August 2024	2 August 2024	R 8 000.00	Online MS Teams

3.6 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
15-17 May 2024	19 April 2024	R 4 040.00	Online MS Teams
11-13 September 2023	16 August 2024	R 4 040.00	Online MS Teams

3.7 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
3-5 June 2024	10 May 2024	R 4 000.00	Online MS Teams
18-20 September 2024	09 August 2024	R 4 000.00	Online MS Teams

3.8 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
06-07 August 2024	12 July 2024	R 4 000.00	Online MS Teams
30-31 October 2024	04 October 2024	R 4 000.00	Online MS Teams

3.9 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	COST	VENUE
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	FOR REGISTRATION		
12-13 June 2023	17 May 2024	R 4 670.00	Online MS Teams
19-20 September 2024	16 August 2024	R 4 670.00	Online MS Teams

3.10 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
 - o Application of the nine project management knowledge areas (PMBOK)
 - o Developing a project charter;
 - o Develop the project life cycle for a LIS project.

WORKSHOP DATES	CLOSING DATE FOR REGISTRATION	COST	VENUE
03-05 July 2024	7 June 2024	R 6 000.00	Online MS Teams
09-11 September 2024	02 August 2024	R 6 000.00	Online MS Teams

3.11 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
27-30 May 2024	30 April 2024	R 6 000.00	Online MS Teams
12-15 August 2024	12 July 2024	R 6 000.00	Online MS Teams

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

<p>UNISA Pretoria Email: khozaiv@unisa.ac.za / ucl@unisa.ac.za</p>	
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