



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Role of Library and Information Services in Community

Communication Studies and Language / Information Studies

Unit Standard 244279 · NQF Level 5 · 15 Credits · 12 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to explain the role of library and information services in the community. It covers the functions, value, and impact of these services in supporting community development, lifelong learning, and access to information. Participants will understand how libraries contribute to social inclusion, cultural preservation, and economic growth.

Category	Communication Studies and Language
Subfield	Information Studies
Unit Standard	244279
Accreditation	SAQA Accredited · NQF Level 5 · 15 Credits
Duration	12 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Explain the purpose and functions of library and information services within a community context.
- Analyze the role of library and information services in supporting lifelong learning and literacy.
- Evaluate the contribution of library and information services to social inclusion and community development.
- Demonstrate how library and information services preserve cultural heritage and promote access to information.
- Apply the principles of community needs assessment to tailor library and information services effectively.

WHO SHOULD ATTEND

- This course is designed for library assistants, information officers, community development workers, and anyone interested in understanding the community role of library and information services.

COURSE OUTLINE

Day 1: Introduction to Community Information Needs

- What is a community? Types and characteristics
- Information needs: individual, group, and community levels
- The role of libraries and information services in community development
- Barriers to information access
- Overview of the course and assessment criteria

Day 2: Community Profiling and Analysis

- Steps in community profiling
- Data collection methods: surveys, interviews, observation
- Using census data and local statistics
- Analyzing information behavior patterns
- Ethics and confidentiality in community research

Day 3: Information Services for Diverse Communities

- Special populations and their information needs
- Inclusive service design principles
- Assistive technologies and adaptive equipment
- Outreach programs and partnerships
- Case studies of successful inclusive services

Day 4: Community Engagement and Participation

- Theories of community engagement
- Participatory approaches: co-design, advisory committees
- Conducting focus groups and public meetings
- Feedback mechanisms: surveys, suggestion boxes
- Evaluating engagement effectiveness

Day 5: Information Literacy and Lifelong Learning

- Components of information literacy
- Designing workshops for different age groups
- Digital literacy: internet safety, online research
- Partnerships with schools and adult education centres
- Measuring program success

Day 6: Collection Development for Community Needs

- Collection development policies
- Selection criteria based on community profile
- Diversity and inclusion in collections
- Weeding and inventory management
- Usage statistics and user feedback

Day 7: Technology and Digital Inclusion

- The digital divide: causes and consequences
- Setting up public access technology
- Digital literacy training programs
- E-resources and online databases

- Advocacy for digital inclusion

Day 8: Partnerships and Collaborations

- Types of community partners
- Benefits and challenges of partnerships
- Proposal writing and negotiation
- Roles and responsibilities in collaborations
- Case studies of successful partnerships

Day 9: Advocacy and Marketing of LIS Services

- Advocacy vs. marketing
- Developing key messages and target audiences
- Marketing tools: flyers, social media, events
- Engaging with local government and funders
- Evaluating advocacy campaigns

Day 10: Program Planning and Evaluation

- Program planning models (e.g., logic model)
- SMART objectives
- Monitoring tools: checklists, surveys
- Data analysis for program evaluation
- Reporting and feedback loops

Day 11: Crisis and Change Management in LIS

- Types of crises: financial, natural, reputational
- Business continuity planning
- Change management theories and practices
- Crisis communication strategies
- Lessons from real-world LIS crises

Day 12: Capstone Project and Course Review

- Capstone project: developing a community LIS initiative
- Presentation and peer feedback
- Review of key concepts and skills
- Final assessment preparation
- Continuing professional development resources

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **15 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 43,000.00	R 43,000.00
1	In-House	R 56,000.00	R 56,000.00
1	On-Campus (Pretoria)	R 64,600.00	R 64,600.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	18 Aug 2026	On-Campus	Dubai, UAE
04 Aug 2026	19 Aug 2026	On-Campus	Pretoria, South Africa
04 Aug 2026	19 Aug 2026	On-Campus	Lagos, Nigeria
05 Aug 2026	20 Aug 2026	On-Campus	Johannesburg, South Africa
06 Aug 2026	21 Aug 2026	On-Campus	Mauritius
07 Aug 2026	24 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	25 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	26 Aug 2026	On-Campus	Abu Dhabi, UAE

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 244279) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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