

The Professional Knowledge and Skills Base Introduction and overview

Developing skills for success



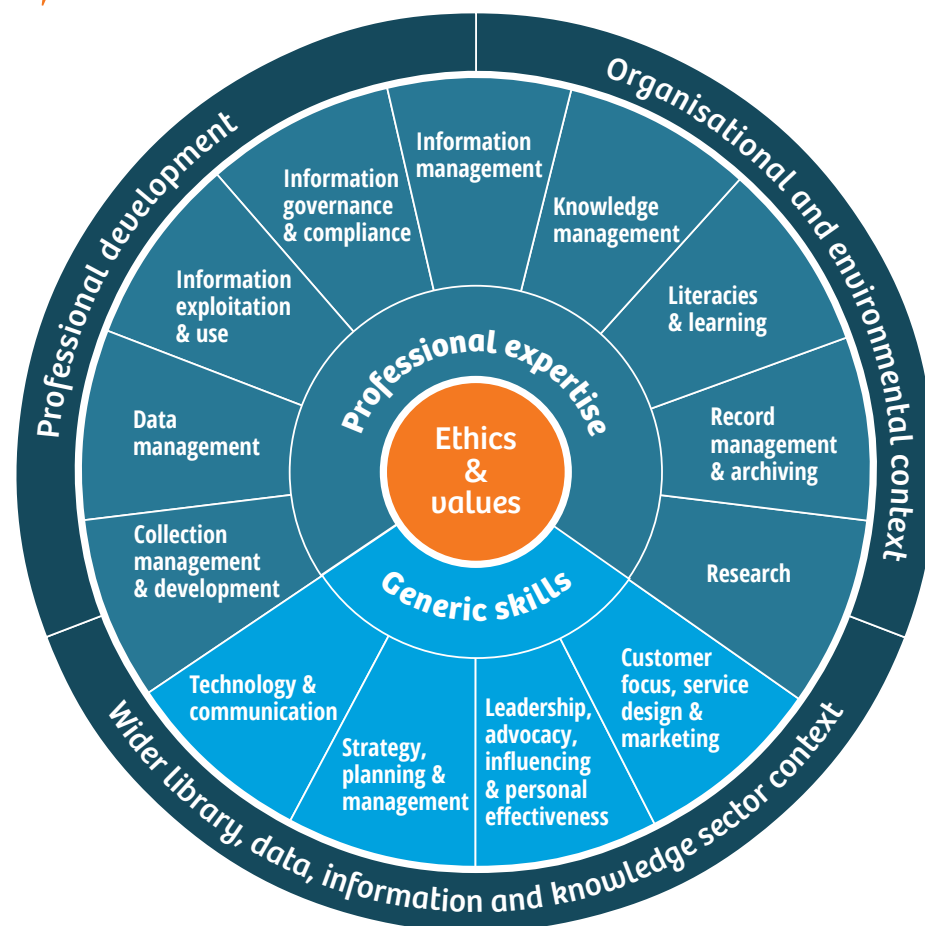
INTRODUCTION

The Professional Knowledge and Skills Base

The CILIP Professional Knowledge and Skills Base is the **sector skills standard** for the information, knowledge, library and data profession.

It has been developed in consultation with employers, practitioners, sector experts and learning providers. It is recognised as the foundation of learning and skills development for the profession and often referred to as the “PKSB” by the community.

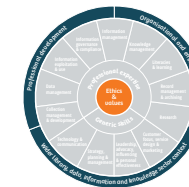
It outlines the broad range of skills and knowledge required by those working in the information profession.



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INTRODUCTION

The Professional Knowledge and Skills Base is made up of the following elements.



Core principles



Ethics and values are central to all professional practice. They are placed at the centre of the wheel and underpin all development and practice.



Professional development
Organisational and environmental context
Wider library, data, information and knowledge sector context

These principles encircle the **Professional expertise** and **Generic skills**, because it is important for practitioners to commit to ongoing professional development. Practitioners should apply their skills and knowledge to drive improvements in the workplace. Understanding and contributing to the wider profession ensures good practice is shared and builds the body of professional knowledge.

Skills and knowledge



Professional expertise. This element maps the skills and behaviours that make our profession unique.



Generic skills. This element maps the generic skills that make a great information professional.

Each heading is broken down into further detail; each section having between 6 and 12 further knowledge and skills areas and with detailed description. The full PKSB products include the in-depth description of every skills and knowledge area within the sections. This creates a comprehensive and detailed framework for all working in the library, data, information and knowledge management professions.

This document gives access to the section and area level headings only. This showcases the structure of the PKSB skills standard and gives an indication of the content contained within the full PKSB products. Please contact CILIP to discuss ways to gain access to the full PKSB content.

memberservices@cilip.org.uk

INTRODUCTION

Range of uses

The Professional Knowledge and Skills Base outlines the broad spectrum of knowledge and skills required across the profession. It can be used in a number of ways to develop skills for success.

For individual members

It can be used as a self-assessment tool to give direction to personal, professional and career development.

It can be used to demonstrate your unique skill set to employers.

It can be used to map and demonstrate transferable skills to open up opportunities across the profession.

It is the framework for CILIP Professional Registration, recognising excellence in professional practice through Certification, Chartership and Fellowship. It is a perfect guide to continuing professional development for Revalidation too.

www.cilip.org.uk/ProfessionalRegistration

For employers

It can be used as a framework for skills analysis, to target staff training and development and to support workforce development.

It has been used by major national public employers as the basis for the development of in-house capability, career path and assessment schemes.

Contact employerpartners@cilip.org.uk for more details on using the PKSB in the workplace.

For learning providers

It is used as the framework for accrediting academic and vocational qualifications and training for the information profession.

Contact memberservices@cilip.org.uk for more details on course accreditation.

For partnership projects

It has been used as the basis for English apprenticeship development for the library, information and knowledge profession.

It has been aligned to the international standard for knowledge management: ISO 30401 Knowledge Management

It has been used as the basis for the accreditation of services, for example the 2021 ACE funded-project to develop an accreditation framework for public libraries.

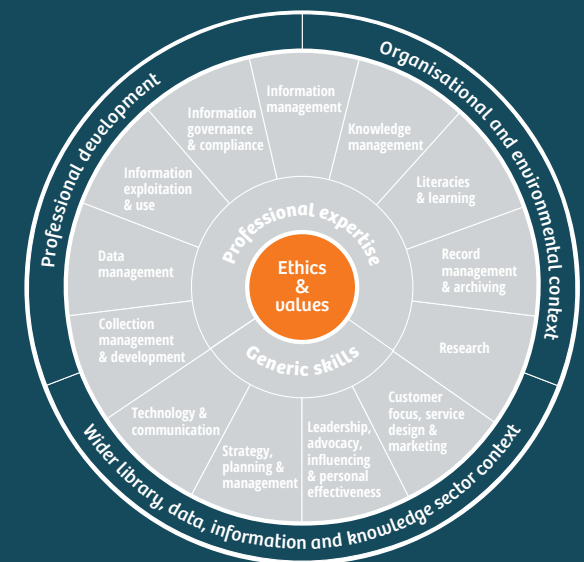
Contact memberservices@cilip.org.uk for more details on using the PKSB in partnership with CILIP.

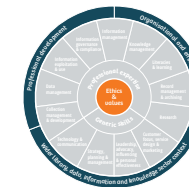


OVERVIEW

Element one: Core principles

These core principles should be considered in all professional skills and knowledge development: Applying professional ethics and values, as defined by the CILIP Ethical Framework and the CILIP Professionalism Definition, in practice. Understanding the benefits of continued learning and reflection. Understanding how development can drive service improvement. Appreciating the value of drawing from, and contributing to, the wider body of professional knowledge, across the breadth of the profession.





Ethics and values

Applying the seven ethical principles, as set out in the CILIP Ethical Framework, which underpin the library, data, information and knowledge profession in all elements of professional practice and development. They are: human rights, equality & diversity, the public benefit, preservation, intellectual freedom, impartiality and the avoidance of inappropriate bias, confidentiality and development of information skills & information literacy.

Professional development

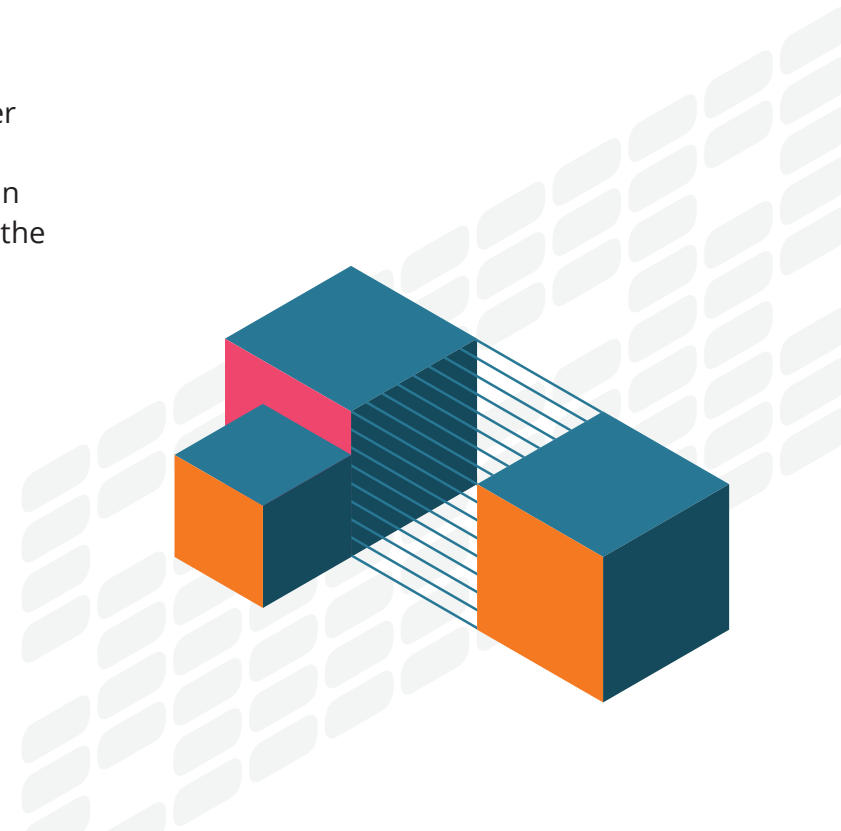
Committing to keep skills and knowledge up to date. Identifying areas for personal improvement. Undertaking appropriate development activities and applying learning in practice. Applying a reflective approach to both practice and development.

Organisational and environmental context

Examining the organisational or environmental context of your service, evaluate service performance and consider ways to implement or recommend improvement.

Wider library, data, information and knowledge sector context

Enhancing skills and informing practice through expanded knowledge of the wider library, data, information and knowledge profession. Reflecting on areas of common interest or difference and contributing to the body of shared professional knowledge.



OVERVIEW

Element two: Professional expertise

- SECTION 01** Collection management and development
- SECTION 02** Data management
- SECTION 03** Information exploitation and use
- SECTION 04** Information governance and compliance
- SECTION 05** Information management
- SECTION 06** Knowledge management
- SECTION 07** Literacies and learning
- SECTION 08** Records management and archiving
- SECTION 09** Research



OVERVIEW ELEMENT TWO Professional expertise



This is an overview of the skills and knowledge areas covered in each PKSB section. To access the complete descriptions and the full range of PKSB tools, please contact CILIP.

01

Collection management and development

The process of planning, delivering, maintaining and evaluating a programme of stock acquisition and management which meets current objectives and builds a coherent and reliable collection to allow for future development of the service. Includes collection management, resource selection and acquisition, licensing and planning for continued future use.

- 01.1 Collection management
- 01.2 Collection strategy
- 01.3 Selection of materials and resources
- 01.4 Legal deposit
- 01.5 Collection evaluation and information quality
- 01.6 Collection promotion

02

Data management

Organising and handling data to meet the needs of organisations and the requirements of their information and knowledge management systems. Includes ensuring data quality; legal and regulatory compliance; and developing procedures, processes and plans to identify data needs; and sourcing, acquiring, collecting, organising and presenting data.

- 02.1 Data management
- 02.2 Data governance
- 02.3 Decision support
- 02.4 Data engineering
- 02.5 Data architecture
- 02.6 Data for business intelligence
- 02.7 Data storytelling
- 02.8 Data literacy
- 02.9 AI and algorithmic literacy
- 02.10 Data stewardship

03

Information exploitation and use

Combining information skills, information content and knowledge to meet the needs of the user community, for example researchers, academics, communities, individuals, businesses or government. Includes providing enquiry and search services, bibliometrics, abstracting and promoting collections.

- 03.1 Understanding information services
- 03.2 Understanding information seeking behaviour
- 03.3 Information retrieval
- 03.4 Informetrics
- 03.5 Information analysis
- 03.6 Information appraisal
- 03.7 Abstracting and summarising
- 03.8 Information synthesis and integration
- 03.9 Organisational information assets and benefits

OVERVIEW ELEMENT TWO Professional expertise



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04

Information governance and compliance

Developing and adhering to policies and regulations regarding processes and procedures for information use, while retaining an appropriate balance between information availability and information security. Includes knowledge of information law, privacy, copyright, intellectual property and licensing as well as issues relating to information risk management, information ownership and accountability.

- 04.1 Information governance
- 04.2 Information rights
- 04.3 Copyright, intellectual property and licensing
- 04.4 Information ownership and accountability
- 04.5 Information risk management
- 04.6 Information assurance and security
- 04.7 Assured information sharing
- 04.8 Information audit

05

Information management

Organising all types of information and other resources including the development and use of tools, strategies and protocols, and enabling these resources to be organised, searched and retrieved effectively. Includes cataloguing and classification, metadata and thesauri, subject indexing and database design. Awareness of how information theory underpins practical application.

- 05.1 Information management
- 05.2 Information resources
- 05.3 Information architecture
- 05.4 Metadata
- 05.5 Classification schemes and taxonomies
- 05.6 Ontologies
- 05.7 Thesauri and controlled vocabularies
- 05.8 Subject indexing
- 05.9 File planning
- 05.10 Cataloguing and resource description
- 05.11 Data repository design and management

06

Knowledge management

Collecting, organising, storing, sharing and exploiting organisational knowledge assets; ensuring that these assets remain available for future use. Includes capturing and recording knowledge, reflecting on results and sharing knowledge, skills and outcomes for the benefit of others.

- 06.1 Knowledge management
- 06.2 Knowledge development
- 06.3 Knowledge synthesis and combination
- 06.4 Knowledge transfer and organisational learning
- 06.5 Knowledge sharing and collaboration
- 06.6 Organisational knowledge assets
- 06.7 Knowledge management principles and thinking
- 06.8 Knowledge management culture

OVERVIEW ELEMENT TWO Professional expertise



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07

Literacies and learning

Understanding the attitudes, values and skills needed to become literate. This will include reading and information literacy. In addition, other literacies, closely related, which are specific to communities, formats or purpose. Includes digital literacy, health literacy, academic literacy, media literacy, civic literacy, political literacy and numerical literacy.

- 07.1 [Information literacy](#)
- 07.2 [Digital literacy](#)
- 07.3 [Media literacy](#)
- 07.4 [Health literacy](#)
- 07.5 [Reader development and literacy](#)
- 07.6 [Frameworks and curricula for education and training](#)
- 07.7 [Educational skills](#)
- 07.8 [Learning environments](#)
- 07.9 [Community learning and development](#)
- 07.10 [Supporting information discovery](#)

08

Records management and archiving

Recording, organising and preserving information records held in a range of formats and media in an organisation, and continuing to evaluate them for retention or disposal based on their format, relevance, usage and legal requirements. Includes storage and retrieval of records and collections, digitisation, curation and preservation.

- 08.1 [Records management](#)
- 08.2 [Retention and disposal](#)
- 08.3 [Storage of collections](#)
- 08.4 [Access to collections](#)
- 08.5 [Digitisation and continuity of access](#)
- 08.6 [Curation](#)
- 08.7 [Preservation](#)
- 08.8 [Archiving](#)
- 08.9 [Recordkeeping literacy](#)

09

Research

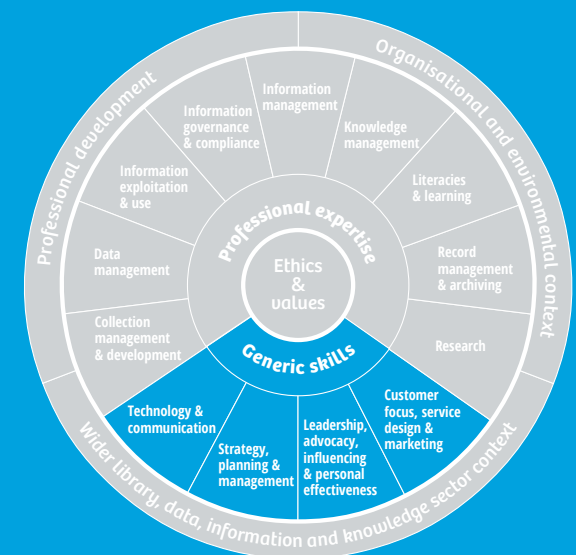
Using research processes, research techniques and knowledge of information resources to conduct and support organisational, client or individual research projects. Conducting research to further the body of knowledge about the information profession, and research to better understand how stakeholders interact with our services and profession.

- 09.1 [Research process](#)
- 09.2 [Understanding research value](#)
- 09.3 [Empirical research](#)
- 09.4 [Desk research](#)
- 09.5 [Statistics and statistical analysis](#)
- 09.6 [Understanding research contexts](#)
- 09.7 [Communication of research findings](#)
- 09.8 [Research ethics](#)
- 09.9 [Research support](#)

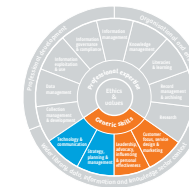
OVERVIEW

Element three: Generic skills

- SECTION 10** Customer focus, service design and marketing
- SECTION 11** Leadership, advocacy, influencing and personal effectiveness
- SECTION 12** Strategy, planning and management
- SECTION 13** Technology and communication



OVERVIEW ELEMENT THREE Generic skills



This is an overview of the skills and knowledge areas covered in each PKSB section.
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10

Customer focus, service design and marketing

Understanding user needs, shaping library, data, information and knowledge services to meet those needs and using appropriate methods to inform customers of accessibility, value and the benefit of the resources and services. Includes knowing the customer, planning metrics, evaluating feedback, applying user centric design principles and promoting services. Identifying and communicating with stakeholders.

- 10.1 Customer service skills
- 10.2 Consulting and consultancy services
- 10.3 Community engagement in planning
- 10.4 Engaging with stakeholders
- 10.5 Service innovation, development and design
- 10.6 Quality management
- 10.7 User experience (UX)
- 10.8 Marketing
- 10.9 Events programming and management

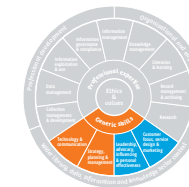
11

Leadership, advocacy, influencing and personal effectiveness

Providing active leadership by inspiring and managing themselves and teams, both inside and outside the organisation. Also by promoting the positive value of inclusive library, data, information and knowledge services across the organisation and society. Applicable at all levels, it includes leading, inspiring and empowering others, influencing key stakeholders and understanding external frameworks.

- 11.1 Leadership skills
- 11.2 Advocacy
- 11.3 Demonstrating value and impact
- 11.4 Influencing key stakeholders
- 11.5 Working with decision makers
- 11.6 Partnership development
- 11.7 Critical thinking and evaluation
- 11.8 Reflective practice
- 11.9 Team work

OVERVIEW ELEMENT THREE Generic skills



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12

Strategy, planning and management

Setting long-term goals and objectives; managing their planning and delivery with appropriate governance within financial and legal constraints. Ensuring that strategies and priorities are in line with and support business objectives. Includes knowledge of business, operational and financial planning and management.

- 12.1 Strategic planning
- 12.2 Business planning and asset management
- 12.3 Operational planning
- 12.4 Policy
- 12.5 Legal compliance
- 12.6 Governance
- 12.7 People management
- 12.8 Financial management
- 12.9 Contract management
- 12.10 Programme management
- 12.11 Project management
- 12.12 Change management

13

Technology and communication

Using a range of digital technologies and resources to manage information, data and knowledge and deliver successful services. Using effective communication skills including oral, writing and presentation skills, networking and relationship building with individuals and groups.

- 13.1 Computational sense
- 13.2 Exploiting technology
- 13.3 Library, information and knowledge technologies
- 13.4 System design and development of systems
- 13.5 Social media and collaborative tools
- 13.6 Communication skills
- 13.7 Presentation skills
- 13.8 Networking skills
- 13.9 Media and PR skills
- 13.10 Language skills



**CILIP: the Chartered Institute of Library
and Information Professionals**

7 Ridgmount Street
London WC1E 7AE

cilip.org.uk

Sector Development Team:
memberservices@cilip.org.uk
+44 (0)20 7255 0500

Registered charity no: 313014