

Professional and Generic Skills as Outlined in the CILIP Professional Knowledge and Skills Base (PKSB)

The following presents the high-level categorisation of professional and generic skills outlined in the Professional Knowledge and Skills Base (PKSB) published by CILIP. Further details about the PKSB can be found [here](http://www.cilip.org.uk/PKSB).(<http://www.cilip.org.uk/PKSB>)

Professional Skills

- *Organising Knowledge and Information*
Includes cataloguing and classification, metadata and thesauri, subject indexing and database design.
- *Knowledge and Information Management*
Includes capturing and recording knowledge and data, reflecting on results and sharing knowledge, skills and outcomes for the benefit of others.
- *Using and Exploiting Knowledge and Information*
Includes providing enquiry and search services, research, data mining, bibliometrics, abstracting and promoting collections.
- *Research skills*
Includes knowledge of research methods, literature searching, citations, statistics and statistical analysis and report writing.
- *Information Governance and Compliance*
Includes knowledge of information law, copyright, intellectual property and licensing as well as issues relating to information risk management, information ownership and accountability.
- *Records Management and Archiving*
Includes storage and retrieval of records and collections, digitisation, curation and preservation.
- *Collection Management and Development*
Includes collection management, resource selection and acquisition and planning for continued future use.
- *Literacies and Learning*
Incorporates information literacy, reading literacy, digital literacy and learning and teaching skills, and includes reader development and training users

Generic Skills

- *Leadership and Advocacy*
Includes leading and inspiring teams, influencing key stakeholders and understanding external frameworks.
- *Strategy, Planning and Management*
Includes knowledge of business, operational and financial planning and management.

- *Customer Focus, Service Design and Marketing*
Includes knowing the customer, identifying and communicating with stakeholders, designing and promoting services and evaluating the outcomes
- *IT and Communication*
Includes new internet applications and social media tools and providing user-friendly electronic resources and tools. Communication skills include oral, writing and presentation skills, networking and relationship building and working effectively with individuals and groups.