

<b>Circulation Services Competencies</b>	
<b>Competency</b>	<b>Definition</b>
<b>Adaptability*</b>	The ability to adjust to changing situations
<b>Basic Computer Use / Hardware Knowledge*</b>	Demonstrated general understanding of basic computer skills coupled with a basic understanding and knowledge of computer equipment
<b>Communication*</b>	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people
<b>Community Awareness*</b>	Awareness of community trends and demographics
<b>Customer Service*</b>	The ability to efficiently, effectively and positively meet the library needs of internal and external customers
<b>Emergency Preparedness*</b>	Awareness of library policies and procedures relevant to emergency preparedness, including natural disasters and security situations
<b>Equipment Troubleshooting*</b>	The ability to identify, diagnose, and correct technology problems
<b>Ethics*</b>	Knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service
<b>Intellectual Freedom*</b>	Understanding and supporting the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
<b>Laws*</b>	Understanding of applicable local, state, and federal laws; the ability to communicate this information to staff and patrons and to ensure the library's compliance
<b>Library Advocacy*</b>	The ability to promote and support the fundamental purpose of the public library
<b>Library Website and Catalog Basics*</b>	Demonstrated knowledge of and ability to use the content of the library's website, online catalog, and Integrated Library System
<b>Organizational Awareness*</b>	Knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures
<b>Organizational Skills*</b>	The ability to identify and prioritize work needs
<b>Patron Awareness</b>	Knowledge and awareness of the attributes and library needs of particular patron groups and the ability to apply that knowledge through materials, services, and programming

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<b>Patron Instruction</b>	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs
<b>Problem Solving*</b>	The ability to assess situations and troubleshoot in order to identify effective solutions
<b>Teamwork*</b>	The ability to work collaboratively with others to achieve organizational goals and objectives

\* Core Competency