

Ohio Public Library Core Competencies

The Ohio Library Council's Library Education Committee (LEC) [Now, the Professional Development Committee] completed a yearlong intense review of the Ohio Public Library Core Competencies in 2014. As part of the process, the LEC researched core competencies from American Library Association, Webjunction, and other sources. Additionally, OLC Divisions and Committees reviewed the competencies and made recommendations to the LEC. These comments were incorporated into a draft sent to the OLC Board in September 2014 and made available for review by the general membership during the OLC Convention and Expo. Additionally, many of those in attendance at the Certified Ohio Public Librarian and Library Staff luncheon at the Convention requested a copy of the competencies for review.

Feedback received from the OLC Board, Certified Librarians and Library Staff, and general OLC membership was carefully considered by the LEC. A final draft incorporating these suggestions was presented to the OLC Board and approved in November 2014.

The LEC believes the Core Competencies will be useful in creating job descriptions, hiring and evaluating staff, and selecting training opportunities that help staff develop or enhance specific skills and behaviors. The LEC will work with OLC staff to help ensure continuing education opportunities are aligned with Core Competencies to help promoted their use in libraries.

The LEC recommends that public libraries review these competencies carefully and adapt them to their individual needs and staff complement. The competencies follow in two formats -- a complete set as a PDF file that can be copied and individual competency sets as Excel documents that can be downloaded and customized for your unique library situation.

Special Thanks to the 2014 Committee members:

Belinda Boon, Kent State University

Gary Branson, Marion Public Library

David Brown, Canal Fulton Public Library

Sarah Clevidence, Findlay-Hancock County Public Library

Tim Hagen, Ida Rupp Public Library

Mandy Knapp, State Library of Ohio

Sarah Moore, Richwood-North Union Public Library

Debbie Saunders, Dr. Samuel L. Bossard Memorial Library

Robyn Vittek, St. Clairsville Public Library

Competency	Definition	Core	Adult Services	Children's Services	Circulation Services	Digital and Media Services	Director	Fiscal Officer	Genealogy and Local History	Human Resources	Information Technology (IT)	Management & Administrative	Marketing and Public Relations	Materials Selector	Outreach Services	Technical Services	Teen Services
Acquisition	The ability to effectively process library material orders; knowledge of vendor software, processes, products, and updates									_				x			
Adaptability	The ability to adjust to changing situations	х	x	х	х	х	х	х	х	х	x	x	x	x	х	x	х
Basic Computer Use / Hardware Knowledge	Demonstrated general understanding of basic computer skills coupled with a basic understanding and knowledge of computer equipment		x	х	x	х	х	х	x	x	х	х	x	х	x	x	x
Cataloging and Metadata	The preparation of accurate descriptions of library materials and the provision of appropriate access															x	
Collaboration	The ability to build relationships and form partnerships with community organizations, government agencies, and other entities			_			x					x	x				
	The ability to select and evaluate materials and to maintain a collection designed to meet the needs of the intended audience;																
Collection Management	including conservation and preservation		x	x		х			х					х	x	x	x

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Competency	Definition	Core	Adult Services	Children's Services	Circulation Services	Digital and Media Services	Director	Fiscal Officer	Genealogy and Local History	Human Resources	Information Technology (IT)	Management & Administrative	Marketing and Public Relations	Materials Selector	Outreach Services	Technical Services	Teen Services
Communication	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	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Community	Awareness of community trends and																
Awareness	demographics	х	х	х	х	х	х	х	х	х	х	х	х	х	х	Х	х
Contracts and Negotiation	Maintains awareness of products and services and seeks to negotiate terms favorable to the library and its users						x	x				х					
Customer Service	The ability to efficiently, effectively and positively meet the library needs of internal and external customers	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Delegation	The ability to appropriately assign tasks to staff and colleagues for optimal project completion						x					х					
Emergency Preparedness	Awareness of library policies and procedures relevant to emergency preparedness, including natural disasters and security situations	x	x	x	x	x	x	X	x	x	x	x	x	x	x	x	x
Equipment Troubleshooting	The ability to identify, diagnose, and correct technology problems	х	х	х	x	x	х	x	х	х	х	х	x	х	х	x	х

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Competency	Definition	Core	Adult Services	Children's Services	Circulation Services	Digital and Media Services	Director	Fiscal Officer	Genealogy and Local History	Human Resources	Information Technology (IT)	Management & Administrative	Marketing and Public Relations	Materials Selector	Outreach Services	Technical Services	Teen Services
Ethics	Knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service	x	x	x	x	x		x	x	x	x	X	x	x	x	x	x
Facilitation	The ability to engage a team of individuals to work toward common objectives						х			х		х					
Facilities	Knowledge and management of the library's building, grounds, and equipment						х	х				х					
Fiscal Operations	Knowledge of and ability to manage relevant sources of funding, develop a budget, and to forecast and monitor revenues and expenditures						x	x				x		x			
Fundraising	The ability to identify, initiate, and manage fund raising opportunities, including but not limited to local levies, grants, and foundations						x	x				x	x				
Human Capital Management	The ability to attract, retain, and motivate staff to work toward shared objectives; supervise and evaluate employees in the most effective manner in order to achieve the goals of the department/library						x			x		x					

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Competency	Definition	Core	Adult Services	Children's Services	Circulation Services	Digital and Media Services	Director	Fiscal Officer	Genealogy and Local History	Human Resources	Information Technology (IT)	Management & Administrative	Marketing and Public Relations	Materials Selector	Outreach Services	Technical Services	Teen Services
Intellectual Freedom	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.	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	х
Laws	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	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Leadership	The ability to set and model high performance standards characterized by integrity, and to earn trust and respect of others by coaching, inspiring, and empowering teams of people to achieve strategic objectives						x					x					
Library Advocacy	The ability to promote and support the fundamental purpose of the public library	х	х	х	х	х	х	х	х	х	х	х	х	х	х	х	х
Library Website and Catalog Basics	Demonstrated knowledge of and ability to use the content of the library's website, online catalog, and Integrated Library System	x	x	x	x	x	x	х	x	x	x	x	х	х	x	x	x

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Competency	Definition	Core	Adult Services	Children's Services	Circulation Services	Digital and Media Services	Director	Fiscal Officer	Genealogy and Local History	Human Resources	Information Technology (IT)	Management & Administrative	Marketing and Public Relations	Materials Selector	Outreach Services	Technical Services	Teen Services
	The ability to develop and																
	communicate a desired message to																
Marketing	promote the library and its mission						х					x	х				
	Knowledge of and ability to support																
	the library's mission, vision, culture,																
	and structure; a comprehensive																
Organizational	awareness of the library's policies																
Awareness	and procedures	х	х	х	х	х	х	х	х	х	х	х	х	х	х	х	х
Organizational	The ability to identify and prioritize																
Skills	work needs	х	Х	х	х	х	х	х	х	х	х	х	х	х	х	х	х
	Knowledge and awareness of the																
	attributes and library needs of																
	particular patron groups and the																
	ability to apply that knowledge																
	through materials, services, and																
Patron Awareness	programming		Х	Х	х	х			Х				Х	х	х		х
Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods		v														
ration instruction	according to learner needs		Х	Х	Х	Х			Х		Х		-	-	Х		Х
Policies and	The ability to develop and implement																
Procedures	library policies and procedures						х	х				х		<u> </u>			
	The ability to assess situations and troubleshoot in order to identify																
Problem Solving	effective solutions	Х	Х	Х	Х	х	Х	Х	Х	Х	Х	Х	Х	Х	Х	Х	Х

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Ohio Public Library Core Competencies

Competency	Definition	Core	Adult Services	Children's Services	Circulation Services	Digital and Media Services	Director	Fiscal Officer	Genealogy and Local History	Human Resources	Information Technology (IT)	Management & Administrative	Marketing and Public Relations	Materials Selector	Outreach Services	Technical Services	Teen Services
	The ability to efficiently and accurately prepare and maintain																
Processing	library materials for staff and patron use															х	
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location		x	x		X			×						x		x
Project Management	The ability to determine scope and requirements of a project, coordinate and schedule activities, control resources, and identify and control risk for quality project completion						x	x				x					
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; knowledge of popular materials and the ability to share that knowledge with all patrons		x	x		x			x						x		x

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Competency	Definition	Core	Adult Services	Children's Services	Circulation Services	Digital and Media Services	Director	Fiscal Officer	Genealogy and Local History	Human Resources	Information Technology (IT)	Management & Administrative	Marketing and Public Relations	Materials Selector	Outreach Services	Technical Services	Teen Services
Records Management	The ability to organize and maintain library records per an approved record retention schedule for easy access to all relevant data; to generate many different types of reports to facilitate library planning and operation						x	x		x		x					
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests		x	x		x			x						x		х
Staff Training	The ability to skillfully design and present competency based training to meet the needs of library staff						x			х		x					
Strategic Planning	The ability to anticipate and predict internal and external changes, trends, and influences in order to effectively allocate resources and implement appropriate library initiatives						x	x				x					
Teamwork	The ability to work collaboratively with others to achieve organizational goals and objectives	x	x	x	х	x	x	x	x	x	x	×	x	×	x	x	x

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Ohio Public Library Core Competencies

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Technology Infrastructure Support	Understanding of the infrastructure that supports the library's networks; proficient with the programs that perform basic computer and local area network functions										x						

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

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

	Adult Services Competencies
Competency	Definition
	The ability to present instructional content in diverse ways to groups
	and individuals and select appropriate delivery methods according to
Patron Instruction	learner needs
	The ability to assess situations and troubleshoot in order to identify
Problem Solving*	effective solutions
	The ability to plan, present and evaluate creative and innovative
	programming for various ages, based on knowledge of developmental
	stages, best practices and community needs and interests, both inside
Programming	and outside the library location
	The ability to assist patrons with popular and recreational reading
	choices and to encourage reading; knowledge of popular materials
Reader's Advisory	and the ability to share that knowledge with all patrons
	The ability to determine patron needs and use various resources to
Reference	provide clear and comprehensive information in response to requests
Teamwork*	The ability to work collaboratively with others to achieve

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

Children's Services Competencies	
Competency	Definition
	The ability to present instructional content in diverse ways to groups
	and individuals and select appropriate delivery methods according to
Patron Instruction	learner needs
	The ability to assess situations and troubleshoot in order to identify
Problem Solving*	effective solutions
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; knowledge of popular materials and the ability to share that knowledge with all patrons
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests
	The ability to work collaboratively with others to achieve
Teamwork*	organizational goals and objectives

Circula	ation Services Competencies
Competency	Definition
Adaptability*	The ability to adjust to changing situations
Basic Computer Use / Hardware Knowledge*	Demonstrated general understanding of basic computer skills coupled with a basic understanding and knowledge of computer equipment
Communication*	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
Community Awareness*	Awareness of community trends and demographics The ability to efficiently, effectively and positively meet the library
Customer Service*	needs of internal and external customers
Emergency Preparedness*	Awareness of library policies and procedures relevant to emergency preparedness, including natural disasters and security situations
Equipment Troubleshooting*	The ability to identify, diagnose, and correct technology problems
-4k	Knowledge of and compliance with Ohio Ethics Law and the basic
Ethics*	ethics and values of library service
Intellectual Freedom*	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. Understanding of applicable local, state, and federal laws; the ability to communicate this information to staff and patrons and to ensure
Laws*	the library's compliance
Library Advocacy*	The ability to promote and support the fundamental purpose of the public library
Library Website and Catalog Basics*	Demonstrated knowledge of and ability to use the content of the library's website, online catalog, and Integrated Library System
Organizational Awareness*	Knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures
Organizational Skills*	The ability to identify and prioritize work needs
Patron Awareness	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
Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs

Circulation Services Competencies	
Competency	Definition
	The ability to assess situations and troubleshoot in order to identify
Problem Solving*	effective solutions
	The ability to work collaboratively with others to achieve
Teamwork*	organizational goals and objectives

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

Digital and Media Services Competencies	
Competency	Definition
	The ability to present instructional content in diverse ways to groups
	and individuals and select appropriate delivery methods according to
Patron Instruction	learner needs
	The ability to assess situations and troubleshoot in order to identify
Problem Solving*	effective solutions
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; knowledge of popular materials and the ability to share that knowledge with all patrons
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests
	The ability to work collaboratively with others to achieve
Teamwork*	organizational goals and objectives

Director Competencies	
Competency	Definition
Adaptability*	The ability to adjust to changing situations
Basic Computer Use /	Demonstrated general understanding of basic computer skills coupled
Hardware Knowledge*	with a basic understanding and knowledge of computer equipment
	The ability to build relationships and form partnerships with
Collaboration	community organizations, government agencies, and other entities
	The ability, through both verbal and written methods, to provide
	concise, timely, and accurate information, internally and externally,
Communication*	among all organizational levels and with all appropriate people
Community Awareness*	Awareness of community trends and demographics
	Maintains awareness of products and services and seeks to negotiate
Contracts and Negotiation	terms favorable to the library and its users
	The ability to efficiently, effectively and positively meet the library
Customer Service*	needs of internal and external customers
	The ability to appropriately assign tasks to staff and colleagues for
Delegation	optimal project completion
	Awareness of library policies and procedures relevant to emergency
Emergency Preparedness*	preparedness, including natural disasters and security situations
Equipment Troubleshooting*	The ability to identify, diagnose, and correct technology problems
	Knowledge of and compliance with Ohio Ethics Law and the basic
Ethics*	ethics and values of library service
	The ability to engage a team of individuals to work toward common
Facilitation	objectives
	Knowledge and management of the library's building, grounds, and
Facilities	equipment
	Knowledge of and ability to manage relevant sources of funding,
	develop a budget, and to forecast and monitor revenues and
Fiscal Operations	expenditures
	The ability to identify, initiate, and manage fund raising opportunities,
Fundraising	including but not limited to local levies, grants, and foundations
	The ability to attract, retain, and motivate staff to work toward shared
	objectives; supervise and evaluate employees in the most effective
Human Capital Management	manner in order to achieve the goals of the department/library

Director Competencies	
Competency	Definition
Intellectual Freedom*	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.
Laws*	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
Leadership	The ability to set and model high performance standards characterized by integrity, and to earn trust and respect of others by coaching, inspiring, and empowering teams of people to achieve strategic objectives
Library Advocacy*	The ability to promote and support the fundamental purpose of the public library
Library Website and Catalog Basics*	Knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures
Marketing	The ability to develop and communicate a desired message to promote the library and its mission
Organizational Awareness*	Knowledge and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures
Organizational Skills*	The ability to identify and prioritize work needs
Policies and Procedures	The ability to develop and implement library policies and procedures The ability to assess situations and troubleshoot in order to identify
Problem Solving*	effective solutions
Project Management	The ability to determine scope and requirements of a project, coordinate and schedule activities, control resources, and identify and control risk for quality project completion
Records Management	The ability to organize and maintain library records per an approved record retention schedule for easy access to all relevant data; to generate many different types of reports to facilitate library planning
Staff Training	and operation The ability to skillfully design and present competency based training to meet the needs of library staff

Director Competencies	
Competency	Definition
	The ability to anticipate and predict internal and external changes, trends, and influences in order to effectively allocate resources and
Strategic Planning	implement appropriate library initiatives
	The ability to work collaboratively with others to achieve
Teamwork*	organizational goals and objectives

Fiscal Officer Competencies	
Competency	Definition
Adaptability*	The ability to adjust to changing situations
Basic Computer Use / Hardware Knowledge*	Demonstrated general understanding of basic computer skills coupled with a basic understanding and knowledge of computer equipment
Communication* Community Awareness*	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 Awareness of community trends and demographics
Community Awareness	Maintains awareness of products and services and seeks to negotiate
Contracts and Negotiation	terms favorable to the library and its users
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers
Emergency Preparedness*	Awareness of library policies and procedures relevant to emergency preparedness, including natural disasters and security situations
Equipment Troubleshooting*	The ability to identify, diagnose, and correct technology problems
Ethics*	Knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service
Facilities	Knowledge and management of the library's building, grounds, and equipment
Fiscal Operations	Knowledge of and ability to manage relevant sources of funding, develop a budget, and to forecast and monitor revenues and expenditures
Fundraising	The ability to identify, initiate, and manage fund raising opportunities, including but not limited to local levies, grants, and foundations
Intellectual Freedom*	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.
intericetaar recadiii	Understanding of applicable local, state, and federal laws; the ability to communicate this information to staff and patrons and to ensure
Laws*	the library's compliance
Library Advocacy*	The ability to promote and support the fundamental purpose of the public library
Library Website and Catalog Basics*	Knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures

Fiscal Officer Competencies	
Competency	Definition
	Knowledge and ability to support the library's mission, vision, culture,
	and structure; a comprehensive awareness of the library's policies and
Organizational Awareness*	procedures
Organizational Skills*	The ability to identify and prioritize work needs
Policies and Procedures	The ability to develop and implement library policies and procedures
	The ability to assess situations and troubleshoot in order to identify
Problem Solving*	effective solutions
	The ability to determine scope and requirements of a project,
	coordinate and schedule activities, control resources, and identify and
Project Management	control risk for quality project completion
	The ability to organize and maintain library records per an approved
	record retention schedule for easy access to all relevant data; to
	generate many different types of reports to facilitate library planning
Records Management	and operation
	The ability to anticipate and predict internal and external changes,
	trends, and influences in order to effectively allocate resources and
Strategic Planning	implement appropriate library initiatives
	The ability to work collaboratively with others to achieve
Teamwork*	organizational goals and objectives

Genealogy and Local History Competencies	
Competency	Definition
Adaptability*	The ability to adjust to changing situations
Basic Computer Use /	Demonstrated general understanding of basic computer skills coupled
Hardware Knowledge*	with a basic understanding and knowledge of computer equipment
Collection Management	The ability to select and evaluate materials and to maintain a collection designed to meet the needs of the intended audience; including conservation and preservation
	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally,
Communication*	among all organizational levels and with all appropriate people
Community Awareness*	Awareness of community trends and demographics
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers
Emergency Preparedness*	Awareness of library policies and procedures relevant to emergency preparedness, including natural disasters and security situations
Equipment Troubleshooting*	The ability to identify, diagnose, and correct technology problems
Ethics*	Knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service
Intellectual Freedom*	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. Understanding of applicable local, state, and federal laws; the ability
Laws*	to communicate this information to staff and patrons and to ensure the library's compliance
Library Advocacy*	The ability to promote and support the fundamental purpose of the public library
Library Website and Catalog Basics*	Demonstrated knowledge of and ability to use the content of the library's website, online catalog, and Integrated Library System
	Knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's
Organizational Awareness*	policies and procedures
Organizational Skills*	The ability to identify and prioritize work needs
Organizacional Skills	Knowledge and awareness of the attributes and library needs of
	particular patron groups and the ability to apply that knowledge
Patron Awareness	through materials, services, and programming

Genealogy and Local History Competencies	
Competency	Definition
	The ability to present instructional content in diverse ways to groups
	and individuals and select appropriate delivery methods according to
Patron Instruction	learner needs
	The ability to assess situations and troubleshoot in order to identify
Problem Solving*	effective solutions
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; knowledge of popular materials and the ability to share that knowledge with all patrons
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests
	The ability to work collaboratively with others to achieve
Teamwork*	organizational goals and objectives

Huma	n Resources Competencies
Competency	Definition
Adaptability*	The ability to adjust to changing situations
Basic Computer Use / Hardware Knowledge*	Demonstrated general understanding of basic computer skills coupled with a basic understanding and knowledge of computer equipment
Communication* Community Awareness*	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 Awareness of community trends and demographics
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers
Emergency Preparedness*	Awareness of library policies and procedures relevant to emergency preparedness, including natural disasters and security situations
Equipment Troubleshooting*	The ability to identify, diagnose, and correct technology problems
Ethics*	Knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service
Facilitation	The ability to engage a team of individuals to work toward common objectives
Human Capital Management	The ability to attract, retain, and motivate staff to work toward shared objectives; supervise and evaluate employees in the most effective manner in order to achieve the goals of the department/library
Intellectual Freedom*	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. Understanding of applicable local, state, and federal laws; the ability to communicate this information to staff and patrons and to ensure
Laws*	the library's compliance
Library Advocacy*	The ability to promote and support the fundamental purpose of the public library
Library Website and Catalog Basics*	Demonstrated knowledge of and ability to use the content of the library's website, online catalog, and Integrated Library System
Organizational Awareness*	Knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures
Organizational Skills*	The ability to identify and prioritize work needs

Human Resources Competencies	
Competency	Definition
	The ability to assess situations and troubleshoot in order to identify
Problem Solving*	effective solutions
	The ability to organize and maintain library records per an approved
	record retention schedule for easy access to all relevant data; to
	generate many different types of reports to facilitate library planning
Records Management	and operation
	The ability to skillfully design and present competency based training
Staff Training	to meet the needs of library staff
	The ability to work collaboratively with others to achieve
Teamwork*	organizational goals and objectives

Informatio	n Technology (IT) Competencies
Competency	Definition
Adaptability*	The ability to adjust to changing situations
Basic Computer Use / Hardware Knowledge*	Demonstrated general understanding of basic computer skills coupled with a basic understanding and knowledge of computer equipment
Communication*	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
Community Awareness* Customer Service*	Awareness of community trends and demographics The ability to efficiently, effectively and positively meet the library needs of internal and external customers
Emergency Preparedness*	Awareness of library policies and procedures relevant to emergency preparedness, including natural disasters and security situations
 Equipment Troubleshooting*	The ability to identify, diagnose, and correct technology problems
Ethics*	Knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service
Intellectual Freedom*	Understanding and supporting the library's role in providing free and equal access to ideas, information, resources, and services, from all
Laws*	points of view, without restriction, to every individual. 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
Library Advocacy*	The ability to promote and support the fundamental purpose of the public library
Library Website and Catalog Basics*	Knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures
Organizational Assarances*	Knowledge and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and
Organizational Awareness* Organizational Skills*	procedures The ability to identify and prioritize work needs
Patron Instruction	The ability to identify and prioritize work fleeds The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs
Problem Solving*	The ability to assess situations and troubleshoot in order to identify effective solutions

Information Technology (IT) Competencies	
Competency	Definition
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives
Technology Infrastructure Support	Understanding of the infrastructure that supports the library's networks; proficient with the programs that perform basic computer and local area network functions

Managemen	t and Administrative Competencies
Competency	Definition
Adaptability*	The ability to adjust to changing situations
Basic Computer Use / Hardware Knowledge*	Demonstrated general understanding of basic computer skills coupled with a basic understanding and knowledge of computer equipment
Collaboration	The ability to build relationships and form partnerships with community organizations, government agencies, and other entities
Communication*	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
Community Awareness*	Awareness of community trends and demographics
Contracts and Negotiation	Maintains awareness of products and services and seeks to negotiate terms favorable to the library and its users
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers
Delegation	The ability to appropriately assign tasks to staff and colleagues for optimal project completion
Emergency Preparedness*	Awareness of library policies and procedures relevant to emergency preparedness, including natural disasters and security situations
Equipment Troubleshooting*	The ability to identify, diagnose, and correct technology problems
Ethics*	Knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service
Facilitation	The ability to engage a team of individuals to work toward common objectives
Facilities	Knowledge and management of the library's building, grounds, and equipment Knowledge of and ability to manage relevant sources of funding,
Fiscal Operations	develop a budget, and to forecast and monitor revenues and expenditures
Fducising	The ability to identify, initiate, and manage fund raising opportunities,
Fundraising Human Capital Management	Including but not limited to local levies, grants, and foundations The ability to attract, retain, and motivate staff to work toward shared objectives; supervise and evaluate employees in the most effective manner in order to achieve the goals of the department/library

Managemen	t and Administrative Competencies
Competency	Definition
	Understanding and supporting the library's role in providing free and
Lutalla stud Fusada usk	equal access to ideas, information, resources, and services, from all
Intellectual Freedom*	points of view, without restriction, to every individual. Understanding of applicable local, state, and federal laws; the ability
	to communicate this information to staff and patrons and to ensure
Laws*	the library's compliance
Laws	The ability to set and model high performance standards
	characterized by integrity, and to earn trust and respect of others by
	coaching, inspiring, and empowering teams of people to achieve
Leadership	strategic objectives
,	The ability to promote and support the fundamental purpose of the
Library Advocacy*	public library
	Knowledge of and ability to support the library's mission, vision,
Library Website and Catalog	culture, and structure; a comprehensive awareness of the library's
Basics*	policies and procedures
	The ability to develop and communicate a desired message to
Marketing	promote the library and its mission
	Knowledge and ability to support the library's mission, vision, culture,
	and structure; a comprehensive awareness of the library's policies and
Organizational Awareness*	procedures
Organizational Skills*	The ability to identify and prioritize work needs
Policies and Procedures	The ability to develop and implement library policies and precedures
Policies and Procedures	The ability to develop and implement library policies and procedures The ability to assess situations and troubleshoot in order to identify
Problem Solving*	effective solutions
Trosiem Solving	Checuve solutions
	The ability to determine scope and requirements of a project,
	coordinate and schedule activities, control resources, and identify and
Project Management	control risk for quality project completion
-	The ability to organize and maintain library records per an approved
	record retention schedule for easy access to all relevant data; to
	generate many different types of reports to facilitate library planning
Records Management	and operation
	The ability to skillfully design and present competency based training
Staff Training	to meet the needs of library staff
	The shift is a second of the s
	The ability to anticipate and predict internal and external changes,
Chuahania Diametra	trends, and influences in order to effectively allocate resources and
Strategic Planning	implement appropriate library initiatives

Management and Administrative Competencies	
Competency	Definition
	The ability to work collaboratively with others to achieve
Teamwork*	organizational goals and objectives

Marketing a	nd Public Relations Competencies
Competency	Definition
Adaptability*	The ability to adjust to changing situations
Basic Computer Use /	Demonstrated general understanding of basic computer skills coupled
Hardware Knowledge*	with a basic understanding and knowledge of computer equipment
	The ability to build relationships and form partnerships with
Collaboration	community organizations, government agencies, and other entities
	The ability, through both verbal and written methods, to provide
	concise, timely, and accurate information, internally and externally,
Communication*	among all organizational levels and with all appropriate people
Community Awareness*	Awareness of community trends and demographics
	The ability to efficiently, effectively and positively meet the library
Customer Service*	needs of internal and external customers
	A
.	Awareness of library policies and procedures relevant to emergency
Emergency Preparedness*	preparedness, including natural disasters and security situations
Equipment Troubleshooting*	The ability to identify, diagnose, and correct technology problems
Equipment Troubleshooting	Knowledge of and compliance with Ohio Ethics Law and the basic
Ethics*	ethics and values of library service
Letties	ctifies and values of library service
	The ability to identify, initiate, and manage fund raising opportunities,
Fundraising	including but not limited to local levies, grants, and foundations
T and along	including but not inneed to local levies, grants, and roundations
	Understanding and supporting the library's role in providing free and
	equal access to ideas, information, resources, and services, from all
Intellectual Freedom*	points of view, without restriction, to every individual.
	Understanding of applicable local, state, and federal laws; the ability
	to communicate this information to staff and patrons and to ensure
Laws*	the library's compliance
	The ability to promote and support the fundamental purpose of the
Library Advocacy*	public library
-	
Library Website and Catalog	Demonstrated knowledge of and ability to use the content of the
Basics*	library's website, online catalog, and Integrated Library System
	The ability to develop and communicate a desired message to
Marketing	promote the library and its mission

Marketing and Public Relations Competencies	
Competency	Definition
	Knowledge of and ability to support the library's mission, vision,
	culture, and structure; a comprehensive awareness of the library's
Organizational Awareness*	policies and procedures
Organizational Skills*	The ability to identify and prioritize work needs
	Knowledge and awareness of the attributes and library needs of
	particular patron groups and the ability to apply that knowledge
Patron Awareness	through materials, services, and programming
	The ability to assess situations and troubleshoot in order to identify
Problem Solving*	effective solutions
	The ability to work collaboratively with others to achieve
Teamwork*	organizational goals and objectives

Mate	rials Selector Competencies
Competency	Definition
	The ability to effectively process library material orders; knowledge of
Acquisition	vendor software, processes, products, and updates
Adaptability*	The ability to adjust to changing situations
Basic Computer Use /	Demonstrated general understanding of basic computer skills coupled
Hardware Knowledge*	with a basic understanding and knowledge of computer equipment
The state of the s	The ability to select and evaluate materials and to maintain a
	collection designed to meet the needs of the intended audience;
Collection Management	including conservation and preservation
Ĭ	·
	The ability, through both verbal and written methods, to provide
	concise, timely, and accurate information, internally and externally,
Communication*	among all organizational levels and with all appropriate people
Community Awareness*	Awareness of community trends and demographics
	The ability to efficiently, effectively and positively meet the library
Customer Service*	needs of internal and external customers
	According to the second
Francis Proposedness*	Awareness of library policies and procedures relevant to emergency
Emergency Preparedness*	preparedness, including natural disasters and security situations
Equipment Troubleshooting*	The ability to identify, diagnose, and correct technology problems
, , , , , , , , , , , , , , , , , , ,	Knowledge of and compliance with Ohio Ethics Law and the basic
Ethics*	ethics and values of library service
	Knowledge of and ability to manage relevant sources of funding,
	develop a budget, and to forecast and monitor revenues and
Fiscal Operations	expenditures
	Understanding and supporting the library's role in providing free and
	equal access to ideas, information, resources, and services, from all
Intellectual Freedom*	points of view, without restriction, to every individual.
	Understanding of applicable local, state, and federal laws; the ability
Laws*	to communicate this information to staff and patrons and to ensure
Laws	the library's compliance The ability to promote and support the fundamental purpose of the
Library Advocacy*	public library
	paone notary
Library Website and Catalog	Demonstrated knowledge of and ability to use the content of the
Basics*	library's website, online catalog, and Integrated Library System

Materials Selector Competencies	
Competency	Definition
	Knowledge of and ability to support the library's mission, vision,
	culture, and structure; a comprehensive awareness of the library's
Organizational Awareness*	policies and procedures
Organizational Skills*	The ability to identify and prioritize work needs
	Knowledge and awareness of the attributes and library needs of
	particular patron groups and the ability to apply that knowledge
Patron Awareness	through materials, services, and programming
	The ability to assess situations and troubleshoot in order to identify
Problem Solving*	effective solutions
	The ability to work collaboratively with others to achieve
Teamwork*	organizational goals and objectives

Definition
he ability to adjust to changing situations
Demonstrated general understanding of basic computer skills coupled
with a basic understanding and knowledge of computer equipment
he ability to select and evaluate materials and to maintain a
ollection designed to meet the needs of the intended audience;
ncluding conservation and preservation
he ability, through both verbal and written methods, to provide
oncise, timely, and accurate information, internally and externally,
mong all organizational levels and with all appropriate people
wareness of community trends and demographics
he ability to efficiently, effectively and positively meet the library
eeds of internal and external customers
wareness of library policies and procedures relevant to emergency
reparedness, including natural disasters and security situations
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he ability to identify, diagnose, and correct technology problems
nowledge of and compliance with Ohio Ethics Law and the basic
thics and values of library service
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Inderstanding and supporting the library's role in providing free and
qual access to ideas, information, resources, and services, from all
oints of view, without restriction, to every individual.
Inderstanding of applicable local, state, and federal laws; the ability
o communicate this information to staff and patrons and to ensure
he library's compliance
he ability to promote and support the fundamental purpose of the
public library
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Demonstrated knowledge of and ability to use the content of the
brary's website, online catalog, and Integrated Library System
nowledge of and ability to support the library's mission, vision,
ulture, and structure; a comprehensive awareness of the library's
policies and procedures
The ability to identify and prioritize work needs
nowledge and awareness of the attributes and library needs of
particular patron groups and the ability to apply that knowledge
hrough materials, services, and programming

Outreach Services Competencies		
Competency	Definition	
	The ability to present instructional content in diverse ways to groups	
	and individuals and select appropriate delivery methods according to	
Patron Instruction	learner needs	
	The ability to assess situations and troubleshoot in order to identify	
Problem Solving*	effective solutions	
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location	
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; knowledge of popular materials and the ability to share that knowledge with all patrons	
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests	
	The ability to work collaboratively with others to achieve	
Teamwork*	organizational goals and objectives	

Technical Services Competencies		
Competency	Definition	
	The ability to effectively process library material orders; knowledge of	
Acquisition	vendor software, processes, products, and updates	
Adaptability*	The ability to adjust to changing situations	
Basic Computer Use /	Demonstrated general understanding of basic computer skills coupled	
Hardware Knowledge*	with a basic understanding and knowledge of computer equipment	
Tiai dware kilowiedge	The preparation of accurate descriptions of library materials and the	
Cataloging and Metadata	provision of appropriate access	
Cataloging and Metadata	The ability to select and evaluate materials and to maintain a	
	collection designed to meet the needs of the intended audience;	
Collection Management	including conservation and preservation	
	The state of the s	
	The ability, through both verbal and written methods, to provide	
	concise, timely, and accurate information, internally and externally,	
Communication*	among all organizational levels and with all appropriate people	
Community Awareness*	Awareness of community trends and demographics	
,	The ability to efficiently, effectively and positively meet the library	
Customer Service*	needs of internal and external customers	
	Awareness of library policies and procedures relevant to emergency	
Emergency Preparedness*	preparedness, including natural disasters and security situations	
Equipment Troubleshooting*	The ability to identify, diagnose, and correct technology problems	
Equipment Troubleshooting	Knowledge of and compliance with Ohio Ethics Law and the basic	
Ethics*	ethics and values of library service	
	Carros and values of fishery service	
	Understanding and supporting the library's role in providing free and	
	equal access to ideas, information, resources, and services, from all	
Intellectual Freedom*	points of view, without restriction, to every individual.	
	Understanding of applicable local, state, and federal laws; the ability	
	to communicate this information to staff and patrons and to ensure	
Laws*	the library's compliance	
	The ability to promote and support the fundamental purpose of the	
Library Advocacy*	public library	
Library Website and Catalog	Demonstrated knowledge of and ability to use the content of the	
Basics*	library's website, online catalog, and Integrated Library System	

Technical Services Competencies		
Competency	Definition	
	Knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's	
Organizational Awareness*	policies and procedures	
Organizational Skills*	The ability to identify and prioritize work needs	
	The ability to assess situations and troubleshoot in order to identify	
Problem Solving*	effective solutions	
	The ability to efficiently and accurately prepare and maintain library	
Processing	materials for staff and patron use	
	The ability to work collaboratively with others to achieve	
Teamwork*	organizational goals and objectives	

Teen Services Competencies		
Competency	Definition	
Adaptability*	The ability to adjust to changing situations	
Basic Computer Use /	Demonstrated general understanding of basic computer skills coupled	
Hardware Knowledge*	with a basic understanding and knowledge of computer equipment	
	The ability to select and evaluate materials and to maintain a	
	collection designed to meet the needs of the intended audience;	
Collection Management	including conservation and preservation	
	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally,	
Communication*	among all organizational levels and with all appropriate people	
Community Awareness*	Awareness of community trends and demographics	
	The ability to efficiently, effectively and positively meet the library	
Customer Service*	needs of internal and external customers	
	Awareness of library policies and procedures relevant to emergency	
Emergency Preparedness*	preparedness, including natural disasters and security situations	
Equipment Troubleshooting*	The ability to identify, diagnose, and correct technology problems	
	Knowledge of and compliance with Ohio Ethics Law and the basic	
Ethics*	ethics and values of library service	
Intellectual Freedom*	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.	
	Understanding of applicable local, state, and federal laws; the ability	
	to communicate this information to staff and patrons and to ensure	
Laws*	the library's compliance	
	The ability to promote and support the fundamental purpose of the	
Library Advocacy*	public library	
Library Website and Catalog	Demonstrated knowledge of and ability to use the content of the	
Basics*	library's website, online catalog, and Integrated Library System	
	Knowledge of and ability to support the library's mission, vision,	
	culture, and structure; a comprehensive awareness of the library's	
Organizational Awareness*	policies and procedures	
Organizational Skills*	The ability to identify and prioritize work needs	
	Knowledge and awareness of the attributes and library needs of	
	particular patron groups and the ability to apply that knowledge	
Patron Awareness	through materials, services, and programming	

Teen Services Competencies		
Competency	Definition	
	The ability to present instructional content in diverse ways to groups	
	and individuals and select appropriate delivery methods according to	
Patron Instruction	learner needs	
	The ability to assess situations and troubleshoot in order to identify	
Problem Solving*	effective solutions	
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location	
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; knowledge of popular materials and the ability to share that knowledge with all patrons	
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests	
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives	