

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
Acquisition	The ability to effectively process library material orders; knowledge of vendor software, processes, products, and updates													X		X	
Adaptability	The ability to adjust to changing situations	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Basic Computer Use / Hardware Knowledge	Demonstrated general understanding of basic computer skills coupled with a basic understanding and knowledge of computer equipment	X	X	X	X	X	X	X	X	X	X	X	X	X	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				
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		X	X		X			X					X	X	X	X

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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	Awareness of community trends and demographics	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Contracts and Negotiation	Maintains awareness of products and services and seeks to negotiate terms favorable to the library and its users						x	x				x					
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					x					
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	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

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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	X
Facilitation	The ability to engage a team of individuals to work toward common objectives						X			X		X					
Facilities	Knowledge and management of the library's building, grounds, and equipment						X	X				X					
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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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	x
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	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
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	x	x	x	x	x	x	x	x	x	x

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Marketing	The ability to develop and communicate a desired message to promote the library and its mission						X					X	X				
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	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Organizational Skills	The ability to identify and prioritize work needs	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
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		X	X	X	X			X				X	X	X		X
Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs		X	X	X	X			X		X				X		X
Policies and Procedures	The ability to develop and implement library policies and procedures						X	X				X					
Problem Solving	The ability to assess situations and troubleshoot in order to identify effective solutions	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

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Processing	The ability to efficiently and accurately prepare and maintain library materials for staff and patron use														X		
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		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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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					
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		X	
Staff Training	The ability to skillfully design and present competency based training to meet the needs of library staff					X				X		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	X	X	X	X	X	X	X	X	X	X	X	X	X

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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							