| Core 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 |
| **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. |
| **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 |
| **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 |
| **Problem Solving** | The ability to assess situations and troubleshoot in order to identify effective solutions |
| **Teamwork** | The ability to work collaboratively with others to achieve organizational goals and objectives |

*\* Core Competency*