



Ohio Public Library Core Competencies

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Updated 2014

The Ohio Library Council's Library Education Committee (LEC) 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.

2014 Library Education Committee

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

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							

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

Adult 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
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
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
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

Adult Services Competencies	
Competency	Definition
Patron Instruction	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
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

Children's 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
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
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
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

Children's Services Competencies	
Competency	Definition
Patron Instruction	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
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

Circulation 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
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
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
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

Digital and Media 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
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
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
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

Digital and Media Services Competencies	
Competency	Definition
Patron Instruction	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
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

Director 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
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
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

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
Problem Solving*	The ability to assess situations and troubleshoot in order to identify 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 and operation
Staff Training	The ability to skillfully design and present competency based training to meet the needs of library staff

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

* Core Competency

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

Genealogy and Local History 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
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
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
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

Genealogy and Local History Competencies	
Competency	Definition
Patron Instruction	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
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

Human 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*	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
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.
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

Human Resources Competencies	
Competency	Definition
Problem Solving*	The ability to assess situations and troubleshoot in order to identify effective solutions
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
Staff Training	The ability to skillfully design and present competency based training to meet the needs of library staff
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives

Information 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*	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*	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 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
Patron Instruction	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

* Core Competency

Management 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
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
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

Management and Administrative 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
Problem Solving*	The ability to assess situations and troubleshoot in order to identify 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 and operation
Staff Training	The ability to skillfully design and present competency based training to meet the needs of library staff
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

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

* Core Competency

Marketing and Public Relations 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
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
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.
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
Marketing	The ability to develop and communicate a desired message to promote the library and its mission

Marketing and Public Relations Competencies	
Competency	Definition
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
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

Materials Selector Competencies	
Competency	Definition
Acquisition	The ability to effectively process library material orders; knowledge of vendor software, processes, products, and updates
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
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
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
Fiscal Operations	Knowledge of and ability to manage relevant sources of funding, develop a budget, and to forecast and monitor revenues and expenditures
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

Materials Selector Competencies	
Competency	Definition
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
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

Outreach 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
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
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
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

Outreach Services Competencies	
Competency	Definition
Patron Instruction	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
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

Technical Services Competencies	
Competency	Definition
Acquisition	The ability to effectively process library material orders; knowledge of vendor software, processes, products, and updates
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
Cataloging and Metadata	The preparation of accurate descriptions of library materials and the provision of appropriate access
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
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

Technical Services Competencies	
Competency	Definition
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
Processing	The ability to efficiently and accurately prepare and maintain library materials for staff and patron use
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives

* Core Competency

Teen 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
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
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
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

Teen Services Competencies	
Competency	Definition
Patron Instruction	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
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