

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
Problem Solving*	The ability to assess situations and troubleshoot in order to identify effective solutions

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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
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

* Core Competency