

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
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.

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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
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives