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
Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs

* Core Competency

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Competency	**Definition**
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

Core Competency