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
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

Core Competency

Technical Services Competencies	
Competency	Definition
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