ONTARIO | LIBRARY SERVICE

Competencies Index for Public Library Staff

| Search Words \| termes | Search \| Rechercher |

Personal/Interpersonal

Management/Leadership

Public Service

Collection Management

Technology

Return to the Overview

Core Competencies

Budget & Finance   Funding Development   Laws, Policies & Procedures

Ontario's Public Library Sector   Board Engagement & Development

Municipal Relations   Organizational Leadership   Personnel Management

Customer Service Champion   Planning   Project Management

Service or Department Oversight   Staff Training & Development   Facilities

Community Relations   Marketing

The multiplicity of factors involved in managing any library project demands an organized approach. Basic project management skills help establish a framework and process for coordinating people, time, money and deliverables. Effective project managers recognize that communication is essential throughout the project life cycle.

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Competency: Employs sound project management principles and procedures in the planning and implementation of programs and services

Associated Knowledge, Skills and Abilities:

- Understands the basic principles and procedures of project management
- Defines outcomes and expectations based on user requirements and needs
- Secures support for projects that implement library goals and objectives
- Utilises technology tools to increase project management efficiency
- Uses resources efficiently and manages effectively within budget limits.

Competency: Leads project team with clear direction and effective communication

Associated Knowledge, Skills and Abilities:

- Selects team members strategically to build a diverse set of skills and abilities
- Aligns project with the vision and direction of the organization
- Collaborates with project team to develop a work plan with tasks, time frames, milestones, resources and realistic deadlines
- Delegates effectively to achieve results
- Anticipates potential problems, sets controls and contingency plans, and responds effectively to resolve barriers
- Demonstrates flexibility, creativity and patience as needed throughout the life cycle of the project.

- Communicates with management and other stakeholders regarding progress and obstacles to achieving project success.

Competency: Manages meetings to optimize information sharing and decision making

Associated Knowledge, Skills and Abilities:

- Organizes an agenda and manages time accordingly
- Fosters differences of opinions and experiences for rich discussion
- Facilitates consensus decision making
- Allocates and monitors time appropriately to ensure achievement of meeting outcomes
- Practises collaborative approaches to resolving conflicts.

Competency: Monitors and evaluates projects and uses the results for project improvement

Associated Knowledge, Skills and Abilities:

- Establishes processes for collecting, documenting and reporting data
- Monitors project progress and evaluates performance to ensure quality and quantity standards are met
- Fulfils legal or project requirements for compliance, record keeping and reporting
- Analyses and identifies dissemination strategies, and reports project data and outcomes to stakeholders
- Leads project team in a de-briefing aimed at learning what went well and what could have been better
- Learns from project failures and partial successes, and shares learning with colleagues.