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Competencies Index for Public Library Staff

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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

Well written policies and procedures, based on a sound understanding of applicable legislation, help all levels of staff to be consistent in their responses to situations and in their relationships with users, colleagues and other stakeholders.

Last updated: July 25, 2014

Competency: Understands, applies and explains applicable laws

Associated Knowledge, Skills and Abilities:

- Understands and applies provincial and federal laws that pertain directly to libraries and to public entities in general
- Understands and applies provincial and federal laws that pertain directly to workplaces such as libraries
- Maintains awareness of current policy and legislative initiatives that may impact library services and administration.

Competency: Develops policies and procedures to guide efficient and effective library operations

Associated Knowledge, Skills and Abilities:

- Applies a thorough understanding of library user needs and the library's mission in developing and reviewing policies and procedures
- Develops and updates policies in collaboration with management, the library board, the municipality, regional government, and organizations such as provincial agencies and associations, as appropriate
- Understands liability and legal issues pertaining to developing and adhering to policy and procedures
- Explains the rationale underlying legislation affecting library service, policies and procedures
- Seeks staff and user feedback during policies and procedures development
- Understands the relationship between library policies and customer service and

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- Continuously evaluates the need for new or revised policies and procedures.

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Competency: Creates policies and practices to ensure safety and security

Associated Knowledge, Skills and Abilities:

- Creates and regularly evaluates emergency response policies and procedures; prepares staff to respond appropriately
- Maintains up-to-date policies/procedures for staff communication and crises communication
- Creates and regularly evaluates disaster preparedness and recovery plans for library resources and equipment
- Understands and monitors measures for workplace accident prevention.

The remaining three competencies are in keeping with the preceding, but at a lower level of responsibility:

Competency: Enforces the library's policies and procedures in the supervision of public service

Associated Knowledge, Skills and Abilities:

- Understands and enforces the library's policies and procedures, using personal judgment and flexible responses when called for
- Explains the rationale underlying library policies and can relate them to legislation where it exists
- Regularly reviews emergency response policies and procedures and prepares staff to respond appropriately.

Competency: Demonstrates a general understanding of key legislation that impacts the supervision of public library service

Associated Knowledge, Skills and Abilities:

- Develops an awareness of the key pieces of legislation related to the supervision of public library service in Ontario
- Applies legislation reliably for common/usual public service situations
- Knows when to seek advice and when to communicate with management.

Competency: Contributes to policy development

Associated Knowledge, Skills and Abilities:

- Understands the relationship between library policies and customer service
- Seeks to remove barriers to customer satisfaction where feasible
- Reports to management policies and procedures that are challenging and problematic
- Presents recommendations for changes to policies and procedures based on customer feedback and experience.