



[Ontario Library Service](#) / [Resources Home](#) / [Competencies Index for Public Library Staff](#) / **Management/Leadership**

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

Helping community members develop 21st century skills requires staff with 21st century skills of their own. Creating a strong organizational culture that fosters learning and innovation requires board and management support. Continuous staff development is essential for libraries striving to successfully navigate their changing landscape.

Last updated: July 21, 2014

Competency: Establishes strategies, initiatives and resources to sustain a learning environment that is pervasive throughout the library

Associated Knowledge, Skills and Abilities:

- Promotes the importance of continuing staff development and provides appropriate opportunities
- Understands how continuous learning for library staff relates to the provision of quality library service
- Cultivates a culture that enables both formal and informal learning processes in the workplace and encourages continuous self-directed learning
- Creates opportunities for experiential and project-based learning; encourages experimentation, tinkering and play as learning methods
- Finds ways to make learning together and from one another fun and engaging
- Promotes a performance-based culture that aligns learning goals and objectives with desired outcomes
- Fosters staff growth and opportunity through mentoring, coaching, shadowing and experimenting.

Competency: Plans for and supports staff development

Associated Knowledge, Skills and Abilities:

- Assesses staff skills using competencies and other methods to identify training

needs

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Identifies training needs based on internal and external changes that impact the

library

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- Works with management to secure the funding necessary to offer training opportunities to staff
- Enables informal learning through conversation, modeling and spontaneous training sessions
- Works with staff to create individualized development plans to gain necessary competencies (knowledge, skills, and abilities)
- Identifies learning opportunities that foster 21st century skills, such as problem-solving, critical and creative thinking, communication and innovation
- Creates opportunities to review and reinforce learning
- Evaluates learning initiatives and outcomes.

Competency: Develops and implements appropriate training strategies for staff

Associated Knowledge, Skills and Abilities:

- Understands and applies knowledge of adult learning theory
- Designs training activities to meet the needs of targeted audiences and to support specific results
- Develops and implements training solutions that focus on the learner and accommodate different learning styles
- Understands the variety of instructional methods available, including e-learning and blended learning
- Understands and applies instructional design concepts
- Manages the learning environment for optimal participant experience and value.

Competency: Develops effective methods to evaluate learning initiatives

Associated Knowledge, Skills and Abilities:

- Involves each employee in the development, pursuit and assessment of his or her own learning goals
- Communicates the expectation for self-directed learning in setting and reaching learning goals
- Determines measures of success for all training strategies
- Employs multiple evaluation techniques
- Develops processes to evaluate transfer of learning to the workplace and achievement of targeted competencies
- Provides time and procedures to review and reinforce learning.