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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

A coherent strategic plan that aligns the library's goals and directions with community needs and municipal priorities will help the library develop and deliver successful programs and services. Operational planning in the areas of collection development, technology, facilities and staffing ensure that all activities and resources are aligned with the organizational goals as outlined in the strategic plan.

Last updated: July 21, 2014


Competency: Designs and implements an ongoing planning process for the library

Associated Knowledge, Skills and Abilities:

- Understands the strategic planning process and shepherds the development of a strategic plan that articulates a vision of success and establishes strategic directions to achieve the vision
- Analyses and investigates the needs of the community to anticipate and predict future needs
- Scans the environment continuously and has the capacity to consider the implications of emerging trends and influences on the community and the library
- Checks for alignment with municipal council's vision and priorities
- Communicate's the library's needs to municipal staff, especially with regards to future facilities requirements
- Actively involves the community and stakeholder groups in developing and refining the plan
- Promotes the plan's value to the community
- Promotes and implements the mission statement, goals, objectives and activities that reflect analysis of community needs
- Ensures that long-term goals and objectives align with daily decisions and operations.

Competency: Develops and implements operational plans based on the library's strategic plan

Strategic plan

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Associated Knowledge, Skills and Abilities:

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- Creates an operational plan for one or more aspects of library service that is aligned with the library's strategic plan
- Consults with staff and other stakeholders in creating a plan that provides focus, operationalizes the strategic directions and improves library service
- Assigns timelines and responsibility for designated tasks
- Develops measures to evaluate progress in achieving the tasks set out in the operational plan.

Competency: Performs ongoing evaluation to gauge the success of the strategic plan

Associated Knowledge, Skills and Abilities:

- Develops and applies appropriate methods to continually measure progress on achieving the strategic directions identified in the strategic plan
- Modifies the strategic plan and redesigns processes as needed in response to ongoing analysis of community needs
- Communicates to management, the board, staff and community on progress in meeting the strategic priorities
- Involves community stakeholders in the evaluation of library services
- Monitors progress of operational plans and provides follow-up and accountability measures.

Competency: Contributes to the planning efforts of the municipality and other community organizations

Associated Knowledge, Skills and Abilities:

- Transfers experience with developing the library's strategic plans to the planning process of other groups
- Gains greater understanding of strategic planning through participating in the planning process of other groups
- Shares information and ideas about community characteristics, challenges and opportunities; participates in generating increased understanding about the community
- Develops a thorough understanding of the strategic directions and community development initiatives of other agencies and organizations.