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Competencies Index for Public Library Staff

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Overview**

Core Competencies

Communication

Collaborative Relationships

Learning & Growth Mindset

Ethics & Values

Free access to public library service is a fundamental human right. Everyone who works in a library should be guided by the universal values of the library profession, a commitment to service, and a strong work ethic.

Last updated: January 6, 2015

Competency: Demonstrates an active commitment to service that guides work performance

Associated Knowledge, Skills and Abilities:

- Conveys a willingness to help in a manner that is warm, welcoming and approachable
- Keeps the customer and customer service in the forefront when considering/ making decisions
- Understands how every task and function is part of a dynamic system that contributes to quality service
- Recognizes exceptional service when it happens in the library and tells others about it
- Challenges the status quo in order to improve service.

Competency: Understands and acts in accordance with the professional values and ethics of library service

Associated Knowledge, Skills and Abilities:

- Understands the history of the public library and its role in society, both in general and in the particular local community
- Endorses the mission, values and vision of the library
- Advocates universal access to information and ideas through free library service, including access to the Internet and information technology
- Understands and promotes intellectual freedom and freedom of information
- Understands privacy issues and protects user confidentiality
- Provides equitable access by removing barriers and creating an environment that encourages all residents to use the services of the library
- Welcomes and values diversity.

Competency: Demonstrates a strong work ethic and personal accountability

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- Practises time management and punctuality
- Acts with moral integrity and is known to be reliable and dependable
- Accepts responsibility for actions and work performance
- Organizes and prioritizes work to accomplish multiple objectives effectively and efficiently
- Strives to be successful in completing assignments and overall work performance
- Seeks challenging work and new opportunities
- Works conscientiously and without needing constant supervision.

Competency: Demonstrates loyalty and commitment to the organization

Associated Knowledge, Skills and Abilities:

- Works as a team player, contributing to the overall success of the library
- Acts for the greater good and in the library's best interests
- Aligns work performance and learning goals with organizational values
- Shares information and feedback in a manner that is helpful and constructive
- Contributes to the organizational decision making when consulted
- Respects and supports organizational decisions
- Complies with organizational policies and procedures
- Champions the library on and off the job!