OLC | OHIO LIBRARY COUNCIL
ADVOCACY · EDUCATION · COLLABORATION

Ohio Public Library Core Competencies

Tools to Help **Your Library** with
Job Descriptions, Training Plans, and Employee Evaluations
AND
Guide to improving **Your** skills, enhancing your knowledge
and furthering your library career.

OLC | OHIO LIBRARY COUNCIL
ADVOCACY · EDUCATION · COLLABORATION

About

In 2019, the OLC's Professional Development Committee (PDC) officially reviewed and updated the Core Competencies to reflect changing trends in library science. A final draft was presented and approved by the OLC Board of Directors. The Core Competencies are useful in creating job descriptions, hiring and evaluating staff, and selecting training opportunities that help staff develop or enhance specific skills. Every educational event sponsored by the OLC includes Core Competencies that will be addressed, making it easier for you to identify programming that will improve your skills, enhance your knowledge, and further your career.

Acknowledgements

Competency	Definition	Foundational	Adult Services	Children's Services	Circulation Services	Collection Development	Digital and Media Services	Director	Facilities and Maintenance	Fiscal Officer	Genealogy and Local History	Human Resources	Information Technology (IT)	Management & Administrative	Marketing and Public Relations	Outreach Services	Safety and Security	Technical Services	Teen Services
Acquisition	The ability to effectively process library material orders; knowledge of vendor software, processes, products, and updates.					X							X					X	
Adaptability	The ability to adjust to changing situations.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Advocacy	The ability to promote and support the fundamental purpose of the public library.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Building Management	The knowledge and management of the library's building, grounds, and equipment.							X	X	X				X			X		
Cataloging and Metadata	The preparation of accurate descriptions of library materials and the provision of appropriate access.																	X	
Collection Management	The ability to select and evaluate materials and to maintain a collection designed to meet the needs of the intended audience, including conservation and preservation.		X	X		X	X				X					X		X	X
Communication	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Community Engagement	The development of partnerships, networks, and relationships; the collaboration with stakeholders and the community.		X	X		X	X	X			X		X	X	X	X			X

Competency	Definition	Foundational	Adult Services	Children's Services	Circulation Services	Collection Development	Digital and Media Services	Director	Facilities and Maintenance	Fiscal Officer	Genealogy and Local History	Human Resources	Information Technology (IT)	Management & Administrative	Marketing and Public Relations	Outreach Services	Safety and Security	Technical Services	Teen Services
Contracts and Negotiation	Maintains awareness of products and services and seeks to negotiate terms favorable to the library and its users.							X		X		X	X	X					
Customer Service	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Delegation	The ability to appropriately assign tasks to staff and colleagues for optimal project completion.							X						X					
Emergency Preparedness	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Equity, Diversity, and Inclusion	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Essential Technology Skills	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.	X	X	X	X	X	X	X	X	X	X	X	X					X	X
Ethics	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

Competency Definitions

Competency	Definition
Facilitation	The ability to foster employee engagement and manage a team of individuals to work toward common objectives.
Fiscal Operations	The knowledge of and ability to manage relevant sources of funding, develop a budget, and forecast and monitor revenues and expenditures.
Fundraising	The ability to identify, initiate, and manage fund raising opportunities, including but not limited to local levies, grants, and foundations.
Innovation	The ability to proactively identify and analyze emerging trends and technologies, and employ creative thinking to implement new solutions or procedures
Intellectual Freedom	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.

	Facilitation	Fiscal Operations	Fundraising	Innovation	Intellectual Freedom	Laws
Foundational					X	X
Adult Services				X	X	X
Children's Services				X	X	X
Circulation Services					X	X
Collection Development		X		X	X	X
Digital and Media Services				X	X	X
Director	X	X	X	X	X	X
Facilities and Maintenance					X	X
Fiscal Officer		X	X		X	X
Genealogy and Local History				X	X	X
Human Resources	X				X	X
Information Technology (IT)				X	X	X
Management & Administrative	X	X	X	X	X	X
Marketing and Public Relations			X	X	X	X
Outreach Services				X	X	X
Safety and Security					X	X
Technical Services					X	X
Teen Services				X	X	X

Competency Definitions

Competency	Definition
Leadership	The ability to set and model high performance standards characterized by integrity, and to earn trust and respect of others by coaching, inspiring, and empowering teams of people to achieve strategic objectives.
Marketing	The ability to develop and communicate a desired message to promote the library and its mission.
Organizational Awareness	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Organizational Partnerships	The ability to formalize partnerships with community organizations, government agencies, and other entities to bolster the library's mission.
Patron Awareness	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs.

	Leadership	Marketing	Organizational Awareness	Organizational Partnerships	Patron Awareness	Patron Instruction
Foundational			X		X	
Adult Services			X		X	X
Children's Services			X		X	X
Circulation Services			X		X	X
Collection Development			X		X	
Digital and Media Services			X		X	X
Director	X	X	X	X	X	
Facilities and Maintenance			X		X	
Fiscal Officer			X		X	
Genealogy and Local History			X		X	X
Human Resources		X	X		X	
Information Technology (IT)			X		X	X
Management & Administrative	X	X	X	X	X	
Marketing and Public Relations		X	X	X	X	
Outreach Services			X		X	X
Safety and Security			X	X	X	
Technical Services			X		X	
Teen Services			X		X	X

Competency	Definition	Foundational	Adult Services	Children's Services	Circulation Services	Collection Development	Digital and Media Services	Director	Facilities and Maintenance	Fiscal Officer	Genealogy and Local History	Human Resources	Information Technology (IT)	Management & Administrative	Marketing and Public Relations	Outreach Services	Safety and Security	Technical Services	Teen Services
Personal Organization	The ability to identify and prioritize work needs.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Personnel Management	The ability to attract, retain, and motivate staff and volunteers to work toward shared objectives; the ability to supervise and evaluate workers in the most effective manner to achieve the goals of the organization.							X				X		X					
Policies and Procedures	The ability to develop and implement library policies and procedures.							X		X		X		X			X		
Problem Solving	The ability to assess situations and troubleshoot to identify effective solutions.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Processing	The ability to efficiently and accurately prepare and maintain library materials for staff and patron use.																	X	
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages and abilities, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location.		X	X			X				X					X			X
Project Management	The ability to determine scope and requirements of a project, coordinate and schedule activities, control resources, and identify and control risk for quality project completion.							X		X				X					

Competency — Definition

Competency	Definition
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; the knowledge of popular materials and the ability to share that knowledge with all patrons.
Records Management	The ability to organize and maintain library records per an approved record retention schedule for easy access to all relevant data; the ability to generate many different types of reports to facilitate library planning and operations.
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests.
Safety and Security	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Staff Development	The ability to skillfully design and present competency-based training to meet the needs of library staff; the ability to serve as a resource for career growth and employee engagement.
Strategic Planning	The ability to anticipate and predict internal and external changes, trends, and influences to effectively allocate resources and implement appropriate library initiatives.

	Reader's Advisory	Records Management	Reference	Safety and Security	Staff Development	Strategic Planning
Foundational				X		
Adult Services	X		X	X		
Children's Services	X		X	X		
Circulation Services				X		
Collection Development	X			X		
Digital and Media Services	X		X	X		
Director		X		X	X	X
Facilities and Maintenance				X		
Fiscal Officer		X		X		X
Genealogy and Local History	X		X	X		
Human Resources		X		X	X	X
Information Technology (IT)				X		
Management & Administrative		X		X	X	X
Marketing and Public Relations				X		
Outreach Services	X		X	X		
Safety and Security		X		X		
Technical Services				X		
Teen Services	X		X	X		

Competency	Definition	Foundational	Adult Services	Children's Services	Circulation Services	Collection Development	Digital and Media Services	Director	Facilities and Maintenance	Fiscal Officer	Genealogy and Local History	Human Resources	Information Technology (IT)	Management & Administrative	Marketing and Public Relations	Outreach Services	Safety and Security	Technical Services	Teen Services
Teamwork	The ability to work collaboratively with others to achieve organizational goals and objectives.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Technology Infrastructure Support	The understanding of the infrastructure that supports the library's networks; demonstrated proficiency with the programs that perform basic computer and local area network functions; the awareness of cybersecurity trends and methods.												X						

Foundational	
Competency	**Definition**
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Adult Services	
Competency	**Definition**
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Collection Management	The ability to select and evaluate materials and to maintain a collection designed to meet the needs of the intended audience, including conservation and preservation.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Community Engagement	The development of partnerships, networks, and relationships; the collaboration with stakeholders and the community.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Innovation	The ability to proactively identify and analyze emerging trends and technologies, and employ creative thinking to implement new solutions or procedures
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.

Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages and abilities, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location.
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; the knowledge of popular materials and the ability to share that knowledge with all patrons.
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Children's Services	
Competency	**Definition**
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Collection Management	The ability to select and evaluate materials and to maintain a collection designed to meet the needs of the intended audience, including conservation and preservation.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Community Engagement	The development of partnerships, networks, and relationships; the collaboration with stakeholders and the community.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Innovation	The ability to proactively identify and analyze emerging trends and technologies, and employ creative thinking to implement new solutions or procedures
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.

Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages and abilities, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location.
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; the knowledge of popular materials and the ability to share that knowledge with all patrons.
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Circulation Services

Competency	Definition
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Collection Development

Competency	Definition
Acquisition	The ability to effectively process library material orders; knowledge of vendor software, processes, products, and updates.
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Collection Management	The ability to select and evaluate materials and to maintain a collection designed to meet the needs of the intended audience, including conservation and preservation.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Community Engagement	The development of partnerships, networks, and relationships; the collaboration with stakeholders and the community.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Fiscal Operations	The knowledge of and ability to manage relevant sources of funding, develop a budget, and forecast and monitor revenues and expenditures.
Innovation	The ability to proactively identify and analyze emerging trends and technologies, and employ creative thinking to implement new solutions or procedures
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.

Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; the knowledge of popular materials and the ability to share that knowledge with all patrons.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Digital and Media Services	
Competency	**Definition**
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Collection Management	The ability to select and evaluate materials and to maintain a collection designed to meet the needs of the intended audience, including conservation and preservation.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Community Engagement	The development of partnerships, networks, and relationships; the collaboration with stakeholders and the community.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Innovation	The ability to proactively identify and analyze emerging trends and technologies, and employ creative thinking to implement new solutions or procedures
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.

Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages and abilities, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location.
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; the knowledge of popular materials and the ability to share that knowledge with all patrons.
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Director	
Competency	**Definition**
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Building Management	The knowledge and management of the library's building, grounds, and equipment.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Community Engagement	The development of partnerships, networks, and relationships; the collaboration with stakeholders and the community.
Contracts and Negotiation	Maintains awareness of products and services and seeks to negotiate terms favorable to the library and its users.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Delegation	The ability to appropriately assign tasks to staff and colleagues for optimal project completion.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Facilitation	The ability to foster employee engagement and manage a team of individuals to work toward common objectives.
Fiscal Operations	The knowledge of and ability to manage relevant sources of funding, develop a budget, and forecast and monitor revenues and expenditures.
Fundraising	The ability to identify, initiate, and manage fund raising opportunities, including but not limited to local levies, grants, and foundations.
Innovation	The ability to proactively identify and analyze emerging trends and technologies, and employ creative thinking to implement new solutions or procedures
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.

Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Leadership	The ability to set and model high performance standards characterized by integrity, and to earn trust and respect of others by coaching, inspiring, and empowering teams of people to achieve strategic objectives.
Marketing	The ability to develop and communicate a desired message to promote the library and its mission.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Organizational Partnerships	The ability to formalize partnerships with community organizations, government agencies, and other entities to bolster the library's mission.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
Personal Organization*	The ability to identify and prioritize work needs.
Personnel Management	The ability to attract, retain, and motivate staff and volunteers to work toward shared objectives; the ability to supervise and evaluate workers in the most effective manner to achieve the goals of the organization.
Policies and Procedures	The ability to develop and implement library policies and procedures.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Project Management	The ability to determine scope and requirements of a project, coordinate and schedule activities, control resources, and identify and control risk for quality project completion.
Records Management	The ability to organize and maintain library records per an approved record retention schedule for easy access to all relevant data; the ability to generate many different types of reports to facilitate library planning and operations.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Staff Development	The ability to skillfully design and present competency-based training to meet the needs of library staff; the ability to serve as a resource for career growth and employee engagement.
Strategic Planning	The ability to anticipate and predict internal and external changes, trends, and influences to effectively allocate resources and implement appropriate library initiatives.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Facilities and Maintenance	
Competency	**Definition**
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Building Management	The knowledge and management of the library's building, grounds, and equipment.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Fiscal Officer

Competency	Definition
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Building Management	The knowledge and management of the library's building, grounds, and equipment.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Contracts and Negotiation	Maintains awareness of products and services and seeks to negotiate terms favorable to the library and its users.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Fiscal Operations	The knowledge of and ability to manage relevant sources of funding, develop a budget, and forecast and monitor revenues and expenditures.
Fundraising	The ability to identify, initiate, and manage fund raising opportunities, including but not limited to local levies, grants, and foundations.
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
Personal Organization*	The ability to identify and prioritize work needs.
Policies and Procedures	The ability to develop and implement library policies and procedures.

Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Project Management	The ability to determine scope and requirements of a project, coordinate and schedule activities, control resources, and identify and control risk for quality project completion.
Records Management	The ability to organize and maintain library records per an approved record retention schedule for easy access to all relevant data; the ability to generate many different types of reports to facilitate library planning and operations.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Strategic Planning	The ability to anticipate and predict internal and external changes, trends, and influences to effectively allocate resources and implement appropriate library initiatives.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Genealogy and Local History

Competency	Definition
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Collection Management	The ability to select and evaluate materials and to maintain a collection designed to meet the needs of the intended audience, including conservation and preservation.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Community Engagement	The development of partnerships, networks, and relationships; the collaboration with stakeholders and the community.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Innovation	The ability to proactively identify and analyze emerging trends and technologies, and employ creative thinking to implement new solutions or procedures
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.

Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages and abilities, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location.
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; the knowledge of popular materials and the ability to share that knowledge with all patrons.
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Human Resources

Competency	Definition
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Contracts and Negotiation	Maintains awareness of products and services and seeks to negotiate terms favorable to the library and its users.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Facilitation	The ability to foster employee engagement and manage a team of individuals to work toward common objectives.
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Leadership	The ability to set and model high performance standards characterized by integrity, and to earn trust and respect of others by coaching, inspiring, and empowering teams of people to achieve strategic objectives.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
Personal Organization*	The ability to identify and prioritize work needs.

Personnel Management	The ability to attract, retain, and motivate staff and volunteers to work toward shared objectives; the ability to supervise and evaluate workers in the most effective manner to achieve the goals of the organization.
Policies and Procedures	The ability to develop and implement library policies and procedures.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Records Management	The ability to organize and maintain library records per an approved record retention schedule for easy access to all relevant data; the ability to generate many different types of reports to facilitate library planning and operations.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Staff Development	The ability to skillfully design and present competency-based training to meet the needs of library staff; the ability to serve as a resource for career growth and employee engagement.
Strategic Planning	The ability to anticipate and predict internal and external changes, trends, and influences to effectively allocate resources and implement appropriate library initiatives.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Information Technology (IT)

Competency	Definition
Acquisition	The ability to effectively process library material orders; knowledge of vendor software, processes, products, and updates.
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Community Engagement	The development of partnerships, networks, and relationships; the collaboration with stakeholders and the community.
Contracts and Negotiation	Maintains awareness of products and services and seeks to negotiate terms favorable to the library and its users.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Innovation	The ability to proactively identify and analyze emerging trends and technologies, and employ creative thinking to implement new solutions or procedures
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.

Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.
Technology Infrastructure Support	The understanding of the infrastructure that supports the library's networks; demonstrated proficiency with the programs that perform basic computer and local area network functions; the awareness of cybersecurity trends and methods.

Management and Administrative

Competency	Definition
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Building Management	The knowledge and management of the library's building, grounds, and equipment.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Community Engagement	The development of partnerships, networks, and relationships; the collaboration with stakeholders and the community.
Contracts and Negotiation	Maintains awareness of products and services and seeks to negotiate terms favorable to the library and its users.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Delegation	The ability to appropriately assign tasks to staff and colleagues for optimal project completion.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Facilitation	The ability to foster employee engagement and manage a team of individuals to work toward common objectives.
Fiscal Operations	The knowledge of and ability to manage relevant sources of funding, develop a budget, and forecast and monitor revenues and expenditures.
Fundraising	The ability to identify, initiate, and manage fund raising opportunities, including but not limited to local levies, grants, and foundations.
Innovation	The ability to proactively identify and analyze emerging trends and technologies, and employ creative thinking to implement new solutions or procedures
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.

Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Leadership	The ability to set and model high performance standards characterized by integrity, and to earn trust and respect of others by coaching, inspiring, and empowering teams of people to achieve strategic objectives.
Marketing	The ability to develop and communicate a desired message to promote the library and its mission.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Organizational Partnerships	The ability to formalize partnerships with community organizations, government agencies, and other entities to bolster the library's mission.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
Personal Organization*	The ability to identify and prioritize work needs.
Personnel Management	The ability to attract, retain, and motivate staff and volunteers to work toward shared objectives; the ability to supervise and evaluate workers in the most effective manner to achieve the goals of the organization.
Policies and Procedures	The ability to develop and implement library policies and procedures.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Project Management	The ability to determine scope and requirements of a project, coordinate and schedule activities, control resources, and identify and control risk for quality project completion.
Records Management	The ability to organize and maintain library records per an approved record retention schedule for easy access to all relevant data; the ability to generate many different types of reports to facilitate library planning and operations.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Staff Development	The ability to skillfully design and present competency-based training to meet the needs of library staff; the ability to serve as a resource for career growth and employee engagement.
Strategic Planning	The ability to anticipate and predict internal and external changes, trends, and influences to effectively allocate resources and implement appropriate library initiatives.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Marketing and Public Relations

Competency	Definition
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Community Engagement	The development of partnerships, networks, and relationships; the collaboration with stakeholders and the community.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Fundraising	The ability to identify, initiate, and manage fund raising opportunities, including but not limited to local levies, grants, and foundations.
Innovation	The ability to proactively identify and analyze emerging trends and technologies, and employ creative thinking to implement new solutions or procedures
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Marketing	The ability to develop and communicate a desired message to promote the library and its mission.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Organizational Partnerships	The ability to formalize partnerships with community organizations, government agencies, and other entities to bolster the library's mission.

Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Outreach Services

Competency	Definition
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Collection Management	The ability to select and evaluate materials and to maintain a collection designed to meet the needs of the intended audience, including conservation and preservation.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Community Engagement	The development of partnerships, networks, and relationships; the collaboration with stakeholders and the community.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Innovation	The ability to proactively identify and analyze emerging trends and technologies, and employ creative thinking to implement new solutions or procedures
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.

Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages and abilities, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location.
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; the knowledge of popular materials and the ability to share that knowledge with all patrons.
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Safety and Security	
Competency	**Definition**
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Building Management	The knowledge and management of the library's building, grounds, and equipment.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Organizational Partnerships	The ability to formalize partnerships with community organizations, government agencies, and other entities to bolster the library's mission.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
Personal Organization*	The ability to identify and prioritize work needs.
Policies and Procedures	The ability to develop and implement library policies and procedures.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.

Records Management	The ability to organize and maintain library records per an approved record retention schedule for easy access to all relevant data; the ability to generate many different types of reports to facilitate library planning and operations.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Technical Services

Competency	Definition
Acquisition	The ability to effectively process library material orders; knowledge of vendor software, processes, products, and updates.
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Cataloging and Metadata	The preparation of accurate descriptions of library materials and the provision of appropriate access.
Collection Management	The ability to select and evaluate materials and to maintain a collection designed to meet the needs of the intended audience, including conservation and preservation.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.

Processing	The ability to efficiently and accurately prepare and maintain library materials for staff and patron use.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Teen Services

Competency	Definition
Adaptability*	The ability to adjust to changing situations.
Advocacy*	The ability to promote and support the fundamental purpose of the public library.
Collection Management	The ability to select and evaluate materials and to maintain a collection designed to meet the needs of the intended audience, including conservation and preservation.
Communication*	The ability, through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people.
Community Engagement	The development of partnerships, networks, and relationships; the collaboration with stakeholders and the community.
Customer Service*	The ability to efficiently, effectively and positively meet the library needs of internal and external customers.
Emergency Preparedness*	The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.
Equity, Diversity, and Inclusion*	The commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view; the understanding and proactive reduction of barriers to library use.
Essential Technology Skills*	Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
Ethics*	The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.
Innovation	The ability to proactively identify and analyze emerging trends and technologies, and employ creative thinking to implement new solutions or procedures
Intellectual Freedom*	The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
Laws*	The understanding of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
Organizational Awareness*	The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
Patron Awareness*	The knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.

Patron Instruction	The ability to present instructional content in diverse ways to groups and individuals and select appropriate delivery methods according to learner needs.
Personal Organization*	The ability to identify and prioritize work needs.
Problem Solving*	The ability to assess situations and troubleshoot to identify effective solutions.
Programming	The ability to plan, present and evaluate creative and innovative programming for various ages and abilities, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location.
Reader's Advisory	The ability to assist patrons with popular and recreational reading choices and to encourage reading; the knowledge of popular materials and the ability to share that knowledge with all patrons.
Reference	The ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests.
Safety and Security*	The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.
Teamwork*	The ability to work collaboratively with others to achieve organizational goals and objectives.

Core Competency Abbreviations

ACQ: Acquisition

ADP: Adaptability

ADV: Advocacy

BLG: Building Management

CMD: Cataloging and Metadata

CLM: Collection Management

COM: Communication

ENG: Community Engagement

CNG: Contracts and Negotiation

CTS: Customer Service

DEL: Delegation

EMP: Emergency Preparedness

EDI: Equity, Diversity and Inclusion

TEC: Essential Technology Skills

ETH: Ethics

FAC: Facilitation

FCS: Facilities

FIS: Fiscal Operations

FUN: Fundraising

INN: Innovation

INF: Intellectual Freedom

LAW: Laws

LDS: Leadership

MAR: Marketing

OGA: Organizational Awareness

PAR: Organizational Partnerships

PAW: Patron Awareness

PIN: Patron Instruction

ORG: Personal Organization

PER: Personnel Management

POL: Policies and Procedures

PRS: Problem Solving

PRC: Processing

PRG: Programming

PRM: Project Management

RAD: Reader's Advisory

RMG: Records Management

REF: Reference

SAF: Safety and Security

STF: Staff Development

STP: Strategic Planning

TWK: Teamwork

TIS: Technology Infrastructure Support