

## Human Resources

| <b>Competency</b>                        | <b>Definition</b>   |
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| <b>Adaptability*</b>                     | The ability to adjust to changing situations.   |
| <b>Advocacy*</b>                         | The ability to promote and support the fundamental purpose of the public library.   |
| <b>Communication*</b>                    | 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.   |
| <b>Contracts and Negotiation</b>         | Maintains awareness of products and services and seeks to negotiate terms favorable to the library and its users.   |
| <b>Customer Service*</b>                 | The ability to efficiently, effectively and positively meet the library needs of internal and external customers.   |
| <b>Emergency Preparedness*</b>           | The awareness of library policies and procedures relevant to emergency preparedness, including natural disasters.   |
| <b>Equity, Diversity, and Inclusion*</b> | 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.                         |
| <b>Essential Technology Skills*</b>      | 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. |
| <b>Ethics*</b>                           | The knowledge of and compliance with Ohio Ethics Law and the basic ethics and values of library service.  |
| <b>Facilitation</b>                      | The ability to foster employee engagement and manage a team of individuals to work toward common objectives.  |
| <b>Intellectual Freedom*</b>             | 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.   |
| <b>Laws*</b>                             | 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.                            |
| <b>Leadership</b>                        | 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.   |
| <b>Organizational Awareness*</b>         | 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.  |
| <b>Patron Awareness*</b>                 | 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.  |
| <b>Personal Organization*</b>            | The ability to identify and prioritize work needs.  |

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| <b>Personnel Management</b>    | 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.                    |
| <b>Policies and Procedures</b> | The ability to develop and implement library policies and procedures.   |
| <b>Problem Solving*</b>        | The ability to assess situations and troubleshoot to identify effective solutions.  |
| <b>Records Management</b>      | 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. |
| <b>Safety and Security*</b>    | The awareness of library policies and procedures relevant to building security and personal safety of staff and patrons.  |
| <b>Staff Development</b>       | 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.  |
| <b>Strategic Planning</b>      | The ability to anticipate and predict internal and external changes, trends, and influences to effectively allocate resources and implement appropriate library initiatives.  |
| <b>Teamwork*</b>               | The ability to work collaboratively with others to achieve organizational goals and objectives.   |