

Safety and Security

| Competency | Definition |
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| 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. |

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| 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. |