



POSITION DESCRIPTION CORE COMPETENCIES AND POSITION SPECIFIC COMPETENCIES

Core Competencies - Core Competencies are the knowledge, skills, attitudes, values and behaviors that all employees are expected to demonstrate. The Worthington Libraries Core Values are indicated in italicized text.

Competency	Definition	Demonstrated Behaviors
<p>Adaptability</p> <p><i>Future Oriented</i> We respond appropriately to emerging practices and technologies in library and information science and related fields, and anticipate changes in our community's needs.</p>	<p>The ability to adjust to changing situations and take calculated risks.</p>	<ul style="list-style-type: none"> • Interprets and responds quickly to new or changed responsibilities, methods and procedures • Learns and applies new skills • Remains positive and productive
<p>Customer Service</p> <p><i>Quality Service</i> We anticipate needs and exceed expectations in delivering service.</p> <p><i>Diversity</i> We strive to be inclusive, and we recognize the dignity of all people from all backgrounds; we value contributions and ideas from all members of our diverse community.</p> <p><i>Intellectual Freedom</i> We are committed to providing open access to library resources which interest, inform and enlighten all people in our community.</p>	<p>The ability to appreciate the variety of patrons and staff and accommodate their diverse needs to the highest extent possible.</p>	<ul style="list-style-type: none"> • Welcomes interactions • Consistently greets patrons and staff with a smile • Strives to make library resources accessible to all members of the community • Proactively anticipates and addresses patron and staff expectations and needs • Knows when it is appropriate to bend the rules and explains positively when denials are required



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Communication

Communication

We engage in the open exchange of information as a critical process for creating synergy of ideas within our library and with our community.

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 of the appropriate people.

- Listens to others and verifies understanding of the message
- Uses a variety of communication methods in the most appropriate form, in the manner that best enables the message to be understood
- Responds to the comments and questions of others in a timely manner
- Uses appropriate language
- Proficient in the use of Microsoft Outlook
- Knows how to find and use information on the Staff Intranet

Organizational Awareness

The ability to support the library’s mission, vision, culture and structure.

- Understands and identifies with the goals and values of the Library and models and actively communicates them effectively
- Knows and appropriately follows the library’s hierarchy
- Knows, understands and appropriately applies policies and procedures
- Keeps current on information sent by Administration

Technology

The ability to use equipment, materials, and processes to do work.

- Readily uses technology that is necessary to the position
- Keeps current on changes in technology that are necessary to the position

Teamwork

Teamwork

We work together in a spirit of cooperation, supporting each others’ efforts to achieve organizational excellence and provide quality service.

The ability to work collaboratively with others.

- Willingly assists others by sharing expertise and time
- Prepared to complete assigned tasks
- Respects the ideas and opinions of others
- Gives and accepts feedback in a positive manner
- Proactively involves others to solve problems and achieve results which meet the needs of the Library



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Problem Solving

The ability to understand the entire perspective on a situation or issue, identify patterns or connections between situations, assess problems and troubleshoot in order to identify effective solutions.

- Acquires new information and applies knowledge to analyze issues and resolve problems
- Breaks problems down into components to identify required tasks or activities
- Formulates new and imaginative solutions that reflect careful consideration of patron and library needs and goals
- Considers risks, benefits, and impact of solution on the present and future library environment
- Transfers learning from one situation to solve a problem in another
- Consults with appropriate staff members before implementing solutions

Personal Responsibility

Integrity

We act with honesty and fairness as we conduct our business with patrons and each other; we assume personal responsibility for accomplishing the goals of the organization.

The commitment to take appropriate action to meet patron and library goals and needs.

- Ensures accuracy and completeness of work
- Accepts responsibility for accomplishments and seeks to correct and learn from mistakes
- Continually seeks opportunities for learning and training
- Evaluates own strengths and weaknesses and seeks feedback from others for self-improvement

Position Specific Competencies - the skills, knowledge, attitudes, values and behaviors necessary to an individual's success in a position and to the overall success of an organization.

Competency	Definition	Demonstrated Behaviors
Applied Library Knowledge	The ability to evaluate, package and manage collection formats, instruct and support patrons in the pursuit of lifelong learning and provide equal access to information.	<ul style="list-style-type: none"> • Develops, provides and/or manages convenient, accessible and patron-oriented information services • Recommends materials appropriate to various user levels and interests • Possesses knowledge of collection development, resources and formats • Works to build a balanced collection in a variety of formats to fill the needs of patrons



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Effective Supervision

The ability to provide leadership, coaching and guidance to staff in fulfilling their responsibilities and building positive relationships.

- Determines necessary staffing levels and distribution of work
- Interviews and selects candidates for hire
- Ensures that staff receive orientation, training and development
- Coordinates work schedules, reviews time sheets and approves leave requests
- Assigns work and ensures that it is completed properly and in a timely manner
- Monitors and manages performance, including the administration of corrective action
- Ensures effective communication of information
- Interprets and enforces policies and procedures
- Reviews policies and procedures and recommends changes

Marketing and Public Relations

The ability to identify, develop and implement successful marketing and public relations strategies that effectively communicate the value of the library and its services to the community served.

- Understands and uses the basic concepts of marketing and public relations as they relate to one's position
 - Develops, creates and coordinates the distribution of promotional materials designed to meet the needs of diverse audiences
 - Communicates with various populations (children, teens, adults, etc.) to explain how the library's services meet specific information and educational needs
 - Promotes value of products and services within the library and throughout the community
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Project/Program Management

The ability to plan, oversee and/or implement tasks resulting in projects or programs that are completed on time, within budget, and that meet or exceed expectations.

- Assesses needs, plans and implements programs or projects that are consistent with the library's mission, values, goals and objectives
- Utilizes the library's tools, processes and models effectively, such as forms, statistics, guidelines, etc.
- Evaluates programs and projects for effectiveness

Resource Management

The ability to effectively allocate or use resources to meet library goals and objectives, including risk assessment, cost/benefit analysis and the justification of expenditures.

- Determines core and non-core programs and services
- Manages or uses human, financial and physical resources to maximize results
- Establishes prudent budgets
- Develops strategic plans and establishes long and short range goals
- Involves staff appropriately in planning, decision making and problem solving