Library Competencies: Fundamentals

The following are the skills and abilities that all library workers should demonstrate

## Personal/Interpersonal

**Listening and Understanding**

Practice active listening, understanding, and responding appropriately when interacting with individuals and groups.

**Effective Communication**

Communicate effectively verbally, in writing, and through body language to all audiences.

**Collaborative Relationships**

Develop and maintain healthy relationships with others to achieve common goals including teamwork and collective problem-solving.

**Learning and Growth Mindset**

Engage in continuous learning to provide high-quality service.

**Adaptability and Flexibility**

Ability to step outside one's comfort zone and accept change.

**Problem-solving**

Identify problems and use good judgment to find appropriate solutions.

**Initiative**

Capacity to identify issues and to develop and implement solutions to address those issues.

**Ethics and Values**

Uphold the ethics and values of the organization.

## Collection Management

**Resource Sharing**

Knowledge of collection resources available regionally and provincially.

**Organization of Collection**

The understanding of call numbers and library shelving principles.

**Marketing of Collection**

Maximizes the appeal of the collection through displays, finding aids, word of mouth, and other promotional methods.

**Digital Resources Technology**

Demonstrates working knowledge of digital resources and an understanding of their role in the library.

## Technology

**Data Records Management**

Understands the importance of digital file management, organization, and retention.

**Troubleshooting**

Demonstrates the ability and initiative to identity issues and determine resolutions including seeking instructions from Parkland.

**Cybersecurity**

Basic knowledge on network and Internet security. Understands the importance of responsible use of technology.

**Microsoft Windows**

Comfortable navigating the Microsoft Windows operating system and demonstrates the ability to function and use programs including Microsoft Outlook, Word, Teams, and Excel.

**Polaris Integrated Library System**

Able to use Polaris Integrated Library System (ILS) to perform day-to-day operations. This includes both Polaris LEAP interface and the Public Access Catalogue (PAC).

**Computer Hardware Knowledge**

Identifies and uses a computer, monitor, printer, and other peripherals. Identifies and employs network equipment such as cables, routers, wireless access points, etc.

**Social Media**

The ability to use social media platforms such as Facebook, Twitter, etc.

**Patron Technology Assistance**

The ability to train and guide patrons in the use of technology.

## Public Service

**Approachability**

Exhibit behaviours that welcome patrons and place them at ease.

**Customer Service**

Ability to enhance the level of patron satisfaction with library services and to use effective techniques to address difficult situations with patrons.

**Reader Advisory**

Ability to recommend library material based on the desires of the patron and a thorough knowledge of available resources and collection materials.

**Community Outreach**

Ability to connect with organizations, stakeholders, and community members in efforts to promote and support the library.

**Reference**

Ability to provide appropriate information based on a reference interview.

**Knowledge of Services**

Knowledge of programs, collections, and resources provided by the library and the ability to promote them appropriately.

**Programming**

Ability to plan, deliver, promote, and evaluate programs on various topics for diverse audiences.