



Core Competencies for Library Competency Statement Examples

Occupational Group: Library

Competency: Communication

Definition: Establishes supportive and collaborative relationships with staff by keeping people informed, adapting communication to the audience, practicing focused listening, responding to the feelings and concerns of others and uses a range of effective communication techniques.

Job Template: Librarian 2

Proficient	Advanced	Expert
<p>Adapts communication style and content to suit the needs and preferences of diverse audiences, including faculty, students, and staff.</p> <p>Addresses library users' concerns about resource access or services with empathy and professionalism, providing prompt solutions.</p> <p>Utilizes clear and concise language in written guides and tutorials to assist library users in navigating resources effectively.</p> <p>Regularly keeps colleagues and stakeholders informed about relevant library resources, services, and updates.</p>	<p>Fosters collaboration among library staff, faculty, and researchers by creating opportunities for open and transparent communication.</p> <p>Delivers compelling presentations and workshops that persuade faculty and students to utilize library resources and services effectively.</p> <p>Regularly communicates library updates through email newsletters and announcements to faculty, students, and staff.</p>	<p>Tailors communication strategies for diverse stakeholders, such as faculty, students, and external partners, to foster deeper connections and better support research and learning needs.</p> <p>Serves as a conflict resolution expert within the library, mentoring junior staff and facilitating constructive solutions for complex interpersonal issues.</p> <p>Explores and implements emerging communication technologies and platforms to optimize library services for a tech-savvy audience.</p>

Competency: Customer Service

Definition: Provides quality information and responses to the unit's customers, including clear and calm responses; actively listens and engages in order to truly understand their needs; provides assistance to the satisfaction of the customer within service levels and standards of the unit.

Job Template: Library Assistant 2

Proficient	Advanced	Expert
<p>Effectively assists patrons and staff in accordance with Library policies, utilizing clear communication techniques to respond to concerns and inquiries, and offering efficient guidance for accessing and using library resources.</p> <p>Demonstrates responsive communication by promptly addressing patron and staff inquiries and concerns, maintaining a</p>	<p>Handles complex or challenging patron inquiries through collaborating with colleagues and resources to find thorough solutions.</p> <p>Identifies and recommends operational and patron experience improvements to create a more efficient and user-friendly library environment.</p>	<p>Fosters strong, collaborative relationships, providing valuable support, and proactively creating resources to guide colleagues and patrons in utilizing library resources effectively.</p> <p>Utilizes collected statistics and feedback to assess and enhance patron services, ensuring continuous improvement in the library's offerings.</p>

<p>supportive and positive rapport within the library community.</p>		<p>Demonstrates deep expertise in library and university policies and procedures through offering guidance and influencing policy development and refinement.</p> <p>Serves as an authority in resolving complex patron issues and conflicts, ensuring resolutions that align with library values and patron satisfaction.</p>
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Competency: Planning & Organization

Definition: Organizes and manages own time, tools and resources effectively, prioritizes workload, prepares in advance and sets realistic timescales to achieve goals and objectives; understands business issues, processes, and outcomes and the potential impacts both internal and external to the unit.

Job Template: Librarian 1

Proficient	Advanced	Expert
<p>Prioritizes and organizes workload to ensure all responsibilities are met by their deadline, including the selection of new Library collections materials, in-person and online classroom instruction, and troubleshooting library systems.</p> <p>Coordinates the selection, ordering, receipt, assessment, monitoring, and organization of new and continuing Library collections materials ahead of future Library exhibits.</p> <p>Plans, manages, and implements workshops in a timely manner to meet deadlines.</p> <p>Communicates known delays to acquisition of Library collections materials to impacted constituents, including students, professors, and visitors.</p>	<p>Recognizes the shifting priorities of work depending on upcoming deadlines and reallocates time and resources towards most pressing work.</p> <p>Identifies delays in Library collections materials/resources acquisition quickly and works collaboratively with sending agency to suggest solutions and increase efficiency.</p> <p>Sets personal deadlines for task completion related to workshop creation/development and presentation to ensure overall project deadlines are met.</p>	<p>Identifies critical tasks in meeting project objectives that further the Library’s strategic framework; organizes the necessary resources and provides support to achieve objectives and meet project deadlines.</p> <p>Anticipates delays in Library collections materials/resources acquisition based on experience and implements solutions to avoid delays and increase efficiency in collections acquisition.</p> <p>Identifies areas for improved efficiency in project task completion and implementation and communicates to manager/supervisor for consideration.</p>