

Collaborative Relationships

Anyone working in a public library, in any capacity, must interact productively and collaboratively in order to accomplish individual and organizational goals. Mastering interpersonal competencies is a worthy goal for any library employee.

Competency: Develops and maintains healthy relationships with others to achieve common goals

Associated Knowledge, Skills and Abilities:

- Possesses self knowledge and awareness of one's own behaviour in group situations
- Treats everyone with camaraderie, honesty, respect and fairness, building an environment of trust
- Contributes to a collaborative, committed and collegial work environment
- Understands and embraces individual and organizational diversity
- Values differences of opinion and listens with openness and curiosity
- Acknowledges own strengths and contributions, and recognizes the complementary strengths and contributions of others
- Recognizes the need for improvement, both in self and others
- Shares knowledge gained through professional discussions, conferences, formal courses and informal channels with colleagues, customers and stakeholders
- Gives and receives constructive feedback.

Competency: Works collaboratively in teams or groups

Associated Knowledge, Skills and Abilities:

- Contributes constructively to the achievement of the team's goals and objectives
- Assumes shared responsibility for collaborative work, and values the individual contributions made by each team member
- Contributes to a creative problem-solving environment and works toward mutually acceptable solutions, regardless of position or level
- Participates actively in information-gathering and decision-making in order to promote the best interests of the team and the library
- Manages own and, as appropriate, others' time effectively to deliver work on time
- Finds opportunities to help others develop new ideas and achieve their full potential
- Gives and receives coaching and/or mentoring to/from team members as appropriate.

Competency: Demonstrates an aptitude for collective problem solving

Associated Knowledge, Skills and Abilities:

- Generates shared responsibility for problem solving and engages multiple perspectives
- Demonstrates familiarity with a problem solving process/framework
- Gathers information from a variety of sources
- Engages people in both creative and critical thinking
- Contributes best thinking to deciding on the right course of action based on the information available
- Debriefs and learns from successful and unsuccessful decisions and implementations.

Competency: Practices informal leadership

Associated Knowledge, Skills and Abilities:

- Influences others in a positive way, generating buy-in and enthusiasm for organizational mission and vision
- Encourages others to get involved and engage in organizational initiatives
- Helps others be successful and contributes to overall library success
- Considers new ideas/new ways of doing things
- Asks probing questions in order to understand and build on others' ideas
- Champions innovation and improvements to service
- Models excellence by engaging in desired behaviours and service standards
- Provides visible support for others during times of stress or crisis
- Steps forward to lead as needed and as appropriate.

Competency: Employs effective strategies to manage organizational politics, conflict and difficult co-worker behaviours

Associated Knowledge, Skills and Abilities:

- Understands that organizations (including libraries) are inherently political and develops strategies to become an effective player
- Understands a variety of difficult behavior patterns and develops responses appropriate to each
- Routinely examines own behavior, accepts accountability for own actions and adjusts appropriately
- Practices patience and tact in diffusing volatile situations and striving for agreement as necessary

- Understands and applies strategies for conflict resolution.

Learning & Growth Mindset

In order to be successful, individuals working in public libraries need to be avid lifelong learners, committed to continuous improvement and self-directed training and development.

Competency: Pursues a commitment to self-directed learning

Associated Knowledge, Skills and Abilities:

- Practices ongoing self improvement in response to self-awareness and feedback from others
- Identifies as a lifelong learner and assumes responsibility for one's own learning
- Develops one's learning capacity by honing critical and creative thinking skills
- Asks questions to expand one's understanding and knowledge
- Seeks exposure to new ideas, both within and beyond the library field, and stretches beyond one's comfort zone.

Competency: Manages the ongoing development of competencies and the advancement of one's career

Associated Knowledge, Skills and Abilities:

- Actively pursues personal and professional growth through continuing education, including formal and informal training opportunities in a variety of formats
- Pursues new information and ideas in order to stay current
- Develops strategies for keeping up with new technologies
- Identifies learning needs and creates a learning path to achieve them
- Formulates a career plan that guides ongoing learning and development choices
- Recognizes the value of professional networking and actively participates in learning communities and/or professional associations
- Seeks opportunities to apply new knowledge and to share experiences, research and best practices with colleagues.

Competency: Anticipates and adapts to change with a sense of optimism and opportunity

Associated Knowledge, Skills and Abilities:

- Develops the flexibility to accept change and the resilience to adapt with curiosity and enthusiasm
- Welcomes change as an opportunity to build a better future together
- Adapts to varied roles, responsibilities and circumstances
- Works to achieve excellence in service amidst a climate of ambiguity
- Anticipates future trends and recommends changes in priority or direction that are aligned with organizational goals and service demands
- Explores and adopts new technologies for their potential to deliver new ideas, products and services
- Proposes pilot projects as a way of experimenting with change
- Keeps a positive attitude in the face of challenges and unanticipated changes
- Supports self and others in pursuit of a healthy, balanced lifestyle; understands that health and wellness strengthen resilience and adaptability.

Competency: Pursues creative and innovative approaches to library service

Associated Knowledge, Skills and Abilities:

- Uses a wide variety of idea creation techniques, such as brainstorming
- Demonstrates imagination, curiosity and playfulness
- Works creatively with others, staying open to diverse ideas and perspectives
- Seeks innovative advances in public library service from other libraries
- Applies ideas for service innovation from other sectors and industries
- Demonstrates ability to move from idea to implementation, putting innovation into action
- Acts on creative ideas to make useful contributions to the library, the community and/or the library field
- Views failure as an opportunity to learn.

Ethics & Values

Free access to public library service is a fundamental human right. Everyone who works in a library should be guided by the universal values of the library profession, a commitment to service, and a strong work ethic.

Competency: Demonstrates an active commitment to service that guides work performance

Associated Knowledge, Skills and Abilities:

- Conveys a willingness to help in a manner that is warm, welcoming and approachable

- Keeps the customer and customer service in the forefront when considering/ making decisions
- Understands how every task and function is part of a dynamic system that contributes to quality service
- Recognizes exceptional service when it happens in the library and tells others about it
- Challenges the status quo in order to improve service.

Competency: Understands and acts in accordance with the professional values and ethics of library service

Associated Knowledge, Skills and Abilities:

- Understands the history of the public library and its role in society, both in general and in the particular local community
- Endorses the mission, values and vision of the library
- Advocates universal access to information and ideas through free library service, including access to the Internet and information technology
- Understands and promotes intellectual freedom and freedom of information
- Understands privacy issues and protects user confidentiality
- Provides equitable access by removing barriers and creating an environment that encourages all residents to use the services of the library
- Welcomes and values diversity.

Competency: Demonstrates a strong work ethic and personal accountability

Associated Knowledge, Skills and Abilities:

- Practices time management and punctuality
- Acts with moral integrity and is known to be reliable and dependable
- Accepts responsibility for actions and work performance
- Organizes and prioritizes work to accomplish multiple objectives effectively and efficiently
- Strives to be successful in completing assignments and overall work performance
- Seeks challenging work and new opportunities
- Works conscientiously and without needing constant supervision.