

## **FOUNDATIONS OF LIBRARY SERVICE COMPETENCIES** **(Revised July 21, 2008)**

These competencies are fundamental to understanding the mission and roles of libraries. These competencies cover the ethics, values, and governance of libraries, and the basic knowledge needed for all positions in a library.

### **Library Support Staff will know:**

1. The mission and roles of a library in its community, and the mission of libraries in general.
2. The ethics and values of the profession, including an understanding of the Library Bill of Rights, the ALA Code of Ethics, freedom of information, confidentiality of library records, and privacy issues.
3. The roles of Library Support Staff and other staff in libraries.
4. The responsibilities of and the relationships among library departments or functional areas.
5. Basic principles of:
  - reference and information services;
  - circulation, including interlibrary loan and collection maintenance;
  - current cataloging and classification systems;
  - acquisitions and collection development.
6. How libraries are governed and funded, and the place of libraries within organizations or government structures.
7. The value of cooperating with other libraries to enhance services.
8. The value of participating in professional development opportunities, including certification, continuing education, staff development, and professional associations.

### **Library Support Staff will be able to:**

9. Practice quality customer service.
10. Communicate and promote the library's values and services to staff, volunteers, users, and the community.
11. Recognize and respond to diversity in user needs and preferences for resources and services.