

SUPERVISION AND MANAGEMENT COMPETENCIES (Revised June 18, 2008)

Library Support Staff often hold positions that involve supervision and management. These staff members may also need to demonstrate the competencies specific to a department in which they work.

SUPERVISION COMPETENCIES

Library Support Staff will know:

1. Basic regulations and laws that govern employment; library policies, and procedures; and how policies are influenced by local, state, and federal laws and regulations.
2. Principles of staff management, supervision, and discipline.

Library Support Staff will be able to:

3. Participate in recruiting, hiring, training, evaluating, and promoting library staff.
4. Set clear performance expectations linked to the library's strategies and priorities.
5. Demonstrate leadership in a team environment.
6. Plan, implement, and encourage participation in staff development activities.

MANAGEMENT COMPETENCIES

Library Support Staff will know:

7. The value of written, approved policies and the difference between policies and procedures.
8. The basic purposes and concepts of budgeting, grant writing, and fundraising.
9. The value of planning library services based on community demographics and needs and evaluating these services.
10. Principles and the value of cooperation and collaborating with other libraries, agencies, and organizations.
11. Principles of marketing the library and its services.

Library Support Staff will be able to:

12. Develop realistic goals and measurable objectives after careful consideration of benefits, risks, and impact on library current and future needs.
13. Develop, implement, and evaluate recommendations for new services and programs based on analysis and interpretation of data about various aspects of library operations.
14. Review existing and develop new policies and procedures.
15. Develop and implement a marketing plan for the library and evaluate its effectiveness.

16. Build positive relationships between staff and users, applying concepts of user-oriented customer service.
17. Demonstrate the ability and willingness to uphold policies and decisions, and know when exceptions are appropriate.
18. Use appropriate strategies to deliver difficult or sensitive information.
19. Identify community and user demographics, and assist in planning library services on those demographics and needs.
20. Request, defend, and follow a budget for library activities.
21. Conduct meetings effectively and efficiently.