Core Competencies the
Lillie M. Evans Library District

These core competencies identify the knowledge & skills library employees need to provide superior services and are intended to serve as a resource for staff at the Lillie M. Evans Library District. The core competencies are set up to allow employees to strengthen existing skills while emphasizing computer and technology understanding. Technology has become integrated into many areas of the library. As a result, all staff members need basic technology skills to perform library functions.

Developing core competencies can benefit libraries by:

- o   Assisting in recruitment, interviewing, and orientation
- o   Defining continuing education & training needs
- o   Identifying responsibilities for job descriptions
- o   Adapting performance evaluations
- o   Transforming libraries into learning organizations

Staff development is an essential part of any organization. Library employees need a solid base of skills and knowledge in order to participate effectively in organizational change.

These core competencies serve as a guideline for competency development and consist of two levels.   Core I competencies are recommended for all library staff and Core II competencies for employees with greater responsibilities. The competency levels build on one another with Core I as the foundation for all other competencies.

Category	Core I Competencies	Core II Competencies (plus Core I Competencies)
General:	o Knowledge of Policy and Procedures Manual o Ability to understand and demonstrate customer service philosophy o Know the patron policies and Internet Use policies o Know the rules of conduct for staff regarding email and computer use o Knowledge of library classification system and ability to do shelving and shelf reading o Knowledge of proper phone etiquette and procedures o Knowledge of emergency	o Ability to deal with disruptive patrons and emergency situations o Knowledge of Institution's core values, strategic priorities, objectives, and mission o Knowledge of Library statement of purpose and goals

	procedures, locations, forms, equipment, and keys	
Computer:	o Demonstrate mouse and keyboard techniques o Know the functions of the left and right mouse buttons o Use proper methods to start and exit all applications o Know personal and library logins and passwords o Identify and locate the A:\ drive, C:\ drive, department's shared drive, and institution's shared drive o Toggle between different windows using the taskbar o Resize, minimize, maximize and close windows o Use Task Manager to close non-responsive programs	o Start up a workstation o Shut down a workstation o End non-responsive programs o Reboot a workstation o Load paper and cartridges o Clear a paper jam o Rename files o Know who to call for maintenance and repair o Add a network printer to a computer o Can capture screenshots
Microsoft Office:	o Use Word to create & print simple documents o Open a new or existing document o Save documents in different file formats o Use spell/grammar check to correct a document o Scroll up or down o Cut/copy and paste o Insert, move and resize clipart o Change font and paragraph formatting o Change page setup o Print and save o Understand print preview	o Use Excel to create & print simple spreadsheets o Use PowerPoint to create & print simple presentations o Use Publisher to create & print simple publications o Ability to find, replace and select text within a document o Use Word 2007 references tab o Create documents using templates
Internet:	o Understand URLs o Know the library's URL and web pages o Ability to use the Library's groupsite o Understand the back, home, forward, stop and refresh buttons o Enter a URL by typing or pasting o Scroll in a web page o Turn on/off popup blocker o Change the default home page	o Add bookmarks o Search the web using search engines, subject directories, and metasearch engines o Be familiar with the institution's portal o Be familiar with Internet security risks (i.e. viruses, spyware) o Search for text in web pages o Change the default home page

	o Print all or part of a web page o Print pages in Adobe Acrobat o Use and suggest the library's bookmarks o Be familiar with the library's blogs and wikis.	o Clear history and cache o Search for text in a web page o Locate and use podcasts o Be familiar with Web 2.0 applications including blogs, wikis, and social sites.
E-mail/ calendar:	o Know email address o Sort messages by date, subject, and sender o Check mail and read incoming messages o Compose and send a message o Awareness of e-mail etiquette o Rely and forward a message o Understand basic text messaging abbreviations o Delete message and permanently remove items from the *Deleted Items* folder o Add appointments to calendar with reminders o Share calendars	o Create mailboxes/folders o Transfer a message from one folder to another o Create personal contacts and distribution lists o Send and open attachments o Subscribe/unsubscribe to listservs o Access archived messages o Can create and apply a signature
Library Catalog & ILS:	o Access library catalog o Search by title, author, keyword, subject, or call number o Locate status of items in ILS o Locate bibliographic information needed to cite sources from library catalog o Check materials in and out using ILS o Resize fields in ILS o Toggle between Charge and Return in ILS o Add new patron records in ILS o Place holds o Accept and apply payment of borrower fines o Add a note	o Locate and edit item information in ILS o Edit patron information in ILS o Attach item records to existing bib records in ILS o Build lists using library catalog o Modify due date o Check in items on the bookdrop date o Check in damaged items o Knowledge of item and location types o Override blocks o Run pick list and fill holds
Library Databases:	o Proficient with the library's subscription databases o Ability to select appropriate databases for searches o Knowledge of database arrangement	o Ability to search, print, email, and produce lists with the library's subscription databases

	o Ability to search databases for periodical titles o Locate and use tutorials and help	
Information Literacy:	o Identify key concepts, synonyms, and related terms in research topics o Identify value and differences of resources o Construct a basic search strategy o Exploit known retrieved items o Knowledge of basic referral procedures.	o Apply generic search skills including truncation, Boolean operators, and limits o Uses a variety of sources and tools to retrieve information o Refines search strategy as needed o Have basic knowledge of MLA and APA citation methods
Equipment:	o Know on/off switches on all equipment o Operate and perform basic troubleshooting for fax, copier, computers and printers o Turn on/off equipment in meeting room o Understand and follow problem reporting procedures	o Know who to call for repairs

These competencies were modeled after Technology Competencies for Libraries in North Carolina citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.112.2016&rep=rep1&type=pdf which were created by the State Library of North Carolina in 2003 and updated in 2007.

In addition, the following articles were consulted:

Blowers, Helene, and Lori Reed. "The C's of Our Sea Change: Plans for Training Staff, from Core Competencies to Learning 2.0." Computers in Libraries. 27.2 (February 2007): 10-15.

Giesecke, Joan, and Beth McNeil. "Core competencies and the learning organization." Library Administration & Management. 13.3 (Summer 1999): 158-66.

Naylor, Richard J. "Core competencies: what they are and how to use them." Public Libraries. 39.2 (March/April 2000): 108-14.