

duPont-Ball Library Staff Training Series

Overview

These competencies were developed by a group of library faculty and staff to address the changing needs and skill sets of all library employees. This training program is for all duPont-Ball Library staff and comprises three categories: Personal/Interpersonal (P/I), Professional (P), and Technology (T). Training programs will be offered twice a month via online and face-to-face workshops. Please see below for the full set of competencies.

Assessment

After participating in a session write 3-5 Specific, Measurable, Action oriented, Realistic, and Timely (SMART) goals including a timeframe for completion/implementation, methods for measuring goal completion, and dates when these will be reviewed by your supervisor. To be sent to your supervisor within one week of completing the session and by the end of the same month as the training is scheduled.

Some sessions do not lend themselves to the creation of goals. For those sessions you will write a paragraph highlighting 3-5 things you learned and how they will benefit you and your work.

Requirements

The training cycle will run August to August with 6 Personal/Interpersonal sessions, 6 professional sessions, and 12 technology sessions. Each full-time staff member must complete at least 6 technology sessions, 3 personal/interpersonal sessions, and 3 professional sessions.

Due to various work shifts, part-time staff members may not be on duty when a training session is scheduled. Part-time staff are strongly encouraged to attend these sessions, if possible, and will be paid for their time spent in training. If a training session is scheduled during a part-timer's shift, then the expectation is the staff member will attend. Requirements for training attendance will be negotiated between staff member and his/her supervisor.

Personal/Interpersonal Competencies

(All Library Staff)

Communication

Communicates effectively using a variety of methods

1. Communicates openly and directly, both verbally and in writing, with individuals and in group situations
2. Identifies issues and ideas to be communicated and provides information that is accurate and timely
3. Presents ideas in a manner that is clear and concise, with an appropriate level of enthusiasm
4. Demonstrates proficient writing skills (good grammar and sentence construction, accurate spelling, logical thought)

Communicates effectively with a variety of audiences and individuals from diverse backgrounds

1. Speaks and writes in a manner that is professional, welcoming and appropriate for all audiences
2. Communicates with respect for individuals, regardless of their background
3. Fosters an inclusive, affirming and respectful climate for communication

Selects and applies the most appropriate and effective communication means to meet situational needs

1. Communicates effectively to obtain consensus, persuade, instruct and/or motivate
2. Understands and practices techniques of active listening and asking open-ended questions
3. Selects appropriate communication strategies to manage conflict constructively
4. Demonstrates negotiation skills to secure beneficial outcomes
5. Uses most effective form for specific communication needs; face to face, telephone, email, or traditional mail
6. Uses written communication for documentation; spoken communication when emotional nuance is important

Customer Service

Applies customer service skills to enhance the level of user satisfaction

1. Treats users in a welcoming, professional manner
2. Acts as a goodwill ambassador for the library, promoting the library's values and services in all user interactions
3. Demonstrates thorough knowledge of all aspects of the organization that impact users (mission and vision, policies and procedures, collections and services, and system-wide strategies)
4. Recognizes, honors and responds appropriately to diversity and cultural differences

Applies effective techniques to address difficult situations with users

1. Encourages users to follow library policies; applies good judgment when deviating from official policies and procedures
2. Deals with users' concerns efficiently and effectively
3. Maintains a calm, professional manner in difficult situations and applies effective communication techniques

Ethics & Values

Understands and acts in accordance with the basic values and ethics of library service

1. Demonstrates familiarity with the history of libraries and their role in society, both in general and in the particular community
2. Understands and adheres to the mission, values and vision of the library organization
3. Demonstrates familiarity with the Library Bill of Rights and the ALA Code of Ethics, and articulates their relevance to library service
4. Understands privacy issues and protects user confidentially
5. Understands and promotes intellectual freedom and freedom of information
6. Provides equitable services to all users
7. Recognizes, respects and addresses the diverse nature of the library's users and community
8. Understands the importance of a clean and organized work space and works to keep office area orderly.

Interpersonal

Develops and maintains effective relationships with others to achieve common goals

1. Treats everyone with honesty, respect and fairness to build an environment of trust
2. Contributes to a collaborative, committed and collegial work environment
3. Pursues an understanding and embraces individual and organizational diversity
4. Acknowledges own strengths and contributions, and recognizes the complementary strengths and contributions of others
5. Shares knowledge gained through professional discussions, conferences, formal courses and informal channels with colleagues
6. Contributes to an environment where constructive feedback flows between coworkers, supervisors and users

Works effectively in teams with strong team-building skills and attitudes

1. Contributes constructively to the achievement of the team's goals and objectives
2. Contributes to a problem-solving environment and works toward mutually acceptable solutions, regardless of position or level
3. Participates actively in information-gathering and decision-making in order to promote the best interests of the team
4. Manages time effectively to deliver work on time
5. Gives or receives coaching or mentoring from team members as appropriate

Applies effective strategies to manage conflict and difficult co-worker behaviors

1. Understands a variety of difficult behavior patterns and develops responses appropriate to each
2. Routinely examines own behavior, accepts accountability for own actions and adjusts appropriately
3. Understands and applies strategies for conflict resolution

Learning & Personal Growth

Manages the development of one's own career and ongoing improvement of skills and knowledge

1. Understands the importance of lifelong learning for all levels of library work and actively pursues personal and professional growth through continuing education, formal and informal
2. Formulates personal career goals, identifies learning needs and creates a learning plan to achieve them
3. Recognizes the value of professional networking and involvement in university organizations and activities outside the library
4. Understands and uses resources and strategies for keeping up with new ideas and technologies
5. Seeks opportunities to apply new knowledge and to share best practices, research and experiences with colleagues

Pursues a commitment to personal growth and lifelong learning

1. Practices ongoing self-improvement in response to feedback
2. Hones critical thinking skills
3. Supports self and others in pursuit of a balanced lifestyle
4. Seeks exposure to new ideas, both within and beyond the library field, and stretches beyond one's comfort zone
5. Pursues learning in multiple formats (including online) and practices self-directed learning

Professional Competencies

Knowledge of Library Collections

(All Library Staff)

Maintains familiarity with library's collections

Strives to remain current with subject areas as well as available information formats

1. Demonstrates general knowledge of subject areas in collections
2. Demonstrates general knowledge of physical and electronic formats offered in collections
3. Consults a wide variety of sources to remain current with resources and technologies and their potential to deliver improved services to library users
4. Consults a variety of information sources, including popular media, to keep current on topics relevant to library users
5. Strives to be familiar with all aspects of the library's current collections

Maintains familiarity with collection selection and evaluation criteria and library collection development policies

1. Understands the acquisition and collection development policies for the library
2. Understands policies and procedures for handling challenges to library materials

Maintains working knowledge of methods for electronically accessing library materials

1. Collaborates with Library's technology personnel to evaluate new systems and services offered to library personnel and library users

Technology Competencies Core Skills

(All Library Staff)

Core E-mail and Time Management Software

Performs basic functions of e-mail applications

1. Receives, opens, forwards as needed, or deletes e-mail messages
2. Composes or replies to, addresses and sends e-mail messages
3. Sends, receives and saves attachments
4. Manages addresses/contacts
5. Creates folders and files messages for retrieval as needed
6. Identifies and uses Web-based e-mail programs as well as desktop e-mail applications

Performs basic calendar operations and task management

1. Creates, accepts and sets one-time and recurring appointments
2. Sets reminders for calendar items
3. Plans and schedules meetings and invites attendees
4. Creates and manages task lists

Core Hardware

Understands and uses basic computer hardware and peripherals

1. Understands basic technology terminology
2. Recognizes and understands the functions of basic computer components (computer, monitor, keyboard, mouse, power supply, printer)
3. Performs basic operations on computer hardware (plug in, start-up, shut-down, reboot, mouse functions, keyboard functions, uses headphones and speakers)
4. Recognizes common removable storage devices (CD or DVD disks, USB drives) and identifies the appropriate drives
5. Performs basic troubleshooting procedures for computer hardware and peripherals
6. Understands the set-up and use of data projectors and other audio-visual equipment used for library programming
7. Performs basic printer maintenance tasks (start-up, load paper and cartridges, clear paper jam)

Core Internet

Understands and uses the Internet and the World Wide Web

1. Understands the basic structure of the Internet and of the World Wide Web (Web sites and Web pages)
2. Identifies and uses common browsers for accessing the Web; understands and uses URLs
3. Uses common functions of Web browsers (navigation buttons, scroll, add "bookmarks" or "favorites," print)
4. Downloads and saves files from the Internet, including image, audio and video
5. Downloads e-books

Performs basic information searches

1. Identifies and uses search engines, Web directories and online databases
2. Evaluates information for quality and credibility
3. Demonstrates familiarity with a variety of search strategies (keyword, Boolean operators)
4. Utilizes the Find feature to locate information on a Web page

Understands common security protocols related to Internet use

1. Understands the purpose of anti-virus and anti-spam software
2. Identifies pop-up windows and blocks or allows them as necessary
3. Understands the function of cookies
4. Recognizes secure transaction sites and understands what type of activities are conducted there
5. Understands and applies the library's computer and Internet usage policies (CIPA, privacy, security)

Understands and uses the University Intranet

1. Understands how to access and send announcements to appropriate audiences
2. Understands how to access Blackboard
3. Understands how to access Banner Web

Core Operating Systems

Understands and performs basic operating system functions

1. Performs basic operating system functions (logs on/logs off, launches programs from the desktop or menu, uses multiple open windows, deletes files)
2. Performs common file and folder management tasks and recognizes common file extensions
3. Performs basic computer maintenance tasks (e.g., empties "trash" or "recycle bin," restores files from trash, runs virus checks)

Core Software Applications

Understands and performs basic functions and tasks of common software programs

1. Identifies different types and uses of common software applications
2. Performs the manipulations common to most applications (open/close, maximize, scroll, print, etc.)
3. Understands and uses the features common to most applications (menus, toolbars, taskbar, Help menu, etc.)
4. Performs basic procedures to address software application problems

Performs basic word processing operations

1. Creates, opens and saves or deletes files
2. Selects, cuts, copies, pastes or deletes text
3. Performs operations to structure, format and spell-check documents

Performs basic printing operations from common applications

1. Identifies printers available for a given workstation
2. Identifies duPont-Ball versus networked printers
3. Adjusts the set-up, previews print jobs and performs print operations

Core Web Tools

Understands and uses common social networking and online collaboration tools

1. Locates and reads blogs and listens to podcasts; demonstrates familiarity with micro-blogging
2. Maintains awareness of RSS and uses feedreaders or other means to manage feeds
3. Maintains awareness of instant messaging tools, social networking sites and social bookmarking
4. Maintains awareness of photo-sharing, music-sharing and video-sharing
5. Maintains awareness of online file-sharing and collaboration tools
6. Understands how to use webconferencing programs for synchronous, online meetings or learning
7. Identifies and uses help menus, tutorials and support communities to acquire the necessary skills
8. Locates and follows information sources to stay informed of new technologies and social tools

Systems & IT

(All Library Staff)

Software and Technology Applications

Phone and Messaging System Proficiency

Demonstrates proficiency with phone and messaging system

1. Accesses and responds to voicemail messages
2. Accesses and changes outgoing greetings and messages as needed
3. Transfers messages and calls as needed
4. Accesses messages and greetings from off-campus

E-mail Program Proficiency

Demonstrates proficiency with e-mail programs

1. Receives, opens, forwards as needed or deletes e-mail messages
2. Composes or replies to, addresses and sends e-mail messages
3. Sends, receives and saves attachments
4. Manages addresses/contacts
5. Creates folders and files messages for retrieval as needed
6. Identifies and uses Web-based e-mail programs as well as desktop e-mail applications
7. Performs calendar operations to manage meetings and appointments
8. Configures rules, alerts and junk mail settings
9. Uses tasks, notes and journal features
10. Performs basic page set-up and print operations

Word Processing Program Proficiency

Demonstrates proficiency with word processing programs (such as Microsoft Word)

1. Creates, opens and saves files
2. Selects, cuts, copies, pastes or deletes text
3. Performs operations to structure, format, spell-check and print documents
4. Inserts header, footer and page numbers
5. Formats and prints envelopes and labels

Spreadsheet Program Proficiency

Demonstrates proficiency with spreadsheet programs (such as Microsoft Excel)

1. Understands the basic structure of workbooks, worksheets, rows and columns
2. Enters, saves, edits, finds and replaces, and filters data and text

3. Inserts rows, columns and worksheets
4. Copies and moves cells and worksheets
5. Applies basic formatting to cells

Presentation Program Proficiency

Demonstrates awareness of presentation programs (such as Microsoft PowerPoint) and uses them as needed

1. Creates, opens, runs and saves a basic presentation slide set
2. Applies slide designs, layouts and basic formatting
3. Inserts images, clip art and charts and modifies as needed
4. Understands and applies the printing options

Public Services

(Library Staff with Public Service responsibilities)

Access Services

Understands and performs the basic operations of the circulation function

1. Demonstrates general knowledge of the library automation systems in use and specific knowledge of the operations that apply to circulation procedures
2. Performs circulation procedures for all library materials (check-in, check-out, renew, place holds, record keeping, etc.)
3. Accesses the OPAC (online catalog) and uses a variety of tactics to locate items in the collection (via subject heading, author, title, keyword searches, etc.)
4. Explains intra- and interlibrary loan procedures, document delivery, resource sharing, reserves and other information retrieval options
5. Understands, explains and adheres to circulation and resource sharing policies and procedures, including copyright issues
6. Keeps current with changes in the automation systems and in circulation operations and policies
7. Performs procedures for shelving, shifting and shelf reading

Research Services

Facilitates library users' requests for information

1. Practices effective reference interviewing skills (soliciting additional input, gauging unstated needs, etc.) to best fulfill a user's actual needs
2. Addresses the information-seeking behaviors and needs of users without bias across the spectrum of age, race, gender, ethnicity, ability or economic status
3. Demonstrates strong interpersonal communication skills, including welcoming manner, active listening and nonjudgmental response
4. Acknowledges users' knowledge and involves users as partners in seeking information and choosing resources
5. Addresses needs of user and refers requests to Research Librarian when appropriate.
6. Assists library users with searching the library's information resources
7. Demonstrates comprehensive knowledge of the library's collection (subject ranges, age, size, level, strengths and shortcomings) and applies the knowledge to the decision-making process
8. Understands the basic infrastructure of the university's computer network

Technical Services

(Library Staff with Technical Services responsibilities)

Acquisition & Processing

Tracks the expenditures and accounting for acquisitions

1. Tracks the allocation of the materials budget and negotiates the purchase and licensing of materials
2. Demonstrates proficiency with software programs appropriate for managing acquisitions accounts

Demonstrates professional behavior when interacting with University and vendor personnel

1. Maintains professional and service-oriented relationships with the university's Finance and Purchasing personnel
2. Maintains professional and mutually beneficial relationships with library vendors

Cataloging

Catalogs all types of library materials according to relevant bibliographic control standards

1. Understands the general structure, relationships and relative importance of library catalog systems and software (OCLC, Library of Congress, RLIN, Dewey, Library of Congress Subject Heading, AACR2, MARC, Dublin Core, crosswalks and thesauri)
2. Applies relevant national and international bibliographic control standards (AACR2, MARC, Dublin Core, etc.) to organize materials and resources at a level appropriate for the library and the materials
3. Understands and uses the cataloging functions of integrated library systems
4. Understands and performs copy or original cataloging as needed, providing descriptive cataloging, classification and subject analysis appropriate to the content
5. Maintains authority control and provides appropriate references in the library's catalog
6. Applies knowledge of cataloging standards to assess bibliographic records for accuracy and completeness
7. Uses cataloging tools and services available from bibliographic utilities; assesses and learns new tools promoted by bibliographic utilities
8. Works to provide bibliographic links in the catalog to electronic and other remote resources

Understands the importance of ensuring that library users have optimal access to the collection

1. Understands the core purpose of the catalog to provide library users with the best possible access to the collection
2. Pursues knowledge of current library trends and innovations; identifies how they may impact bibliographic control and resource management and how they may be adopted to advantage
3. Identifies and learns new tools and technical skills that will improve cataloging productivity and enhance access to library resources

