LTA Competencies

Compiled by the Connecticut Library Association Support Staff Section

1. General Competencies for all Library Staff
   b. Knowledge of basic local library policies.
   c. Knowledge of the departments and services of library.
   d. Knowledge of library’s personnel roles and communication procedures (“chain of command”).
   e. Knowledge of library’s participation in consortiums, networks, and other resource-sharing organizations.
   f. Ability to collect and compile library statistics.
   g. Ability to acquire supplies and equipment and maintain inventory.
   h. Ability to prioritize and organize tasks.
   i. Ability to understand and demonstrate customer service philosophy.
   j. Knowledge of general library terminology.

2. Personal/Professional Competencies for all Library Staff
   a. Display a positive, professional attitude and image, including awareness of professional associations.
   b. Display a willingness to change, and seek opportunities to grow both personally and professionally.
   c. Display good communication skills - interact well with all kinds of people, and communicate clearly and concisely in English, both verbally and in writing.
   d. Ability to work effectively in groups, and establish and maintain working relationships with both users and staff.
   e. Ability to work well independently and be goal-oriented.
   f. Ability to recognize ethical issues and deal with unethical practices/decisions.
   g. Ability to recognize and encourage diversity and individuality in both patrons and other staff.

3. Technology Competencies for all Library Staff
   a. Demonstrate a basic understanding of the role technology plays in the creation, retrieval, and delivery of library resources and services.
   b. Demonstrate an understanding of the library’s role in, and philosophy of, introducing technology to the public.
   c. Knowledge of keyboarding techniques.
   d. Knowledge of and ability to operate equipment and do minor repairs.
   e. Knowledge of skills needed to use equipment available to public, and ability to train public to use it.
   f. Knowledge of online computer automation system.
   g. Knowledge of word processing and other software.
   h. Knowledge of email and Internet software and appropriate uses.
   i. Knowledge of Internet and database searching techniques.
4. **Public Services Competencies for Public Services Staff**
   a. Ability to introduce users to all library services.
   b. Ability to use the entire library collection to satisfy user requests.
   c. Knowledge of library’s circulation system and public access catalog,
   d. Knowledge of fine and fees policies, and cash and security procedures.
   e. Knowledge of basic reference and information resources and referral procedures.
   f. Knowledge of available community resources.
   g. Knowledge of library copyright requirements.
   h. Knowledge of library classification system with the ability to do shelving and
      shelf reading.
   i. Familiarity with reader’s advisory issues and resources.
   j. Familiarity with ILL procedures.
   k. Ability to deal with disruptive patrons and emergency situations.

5. **Technical Services Competencies for Technical Services Staff**
   a. Knowledge of appropriate methods and techniques for materials processing,
      storage, and preservation.
   b. Knowledge of the publishing industry and vendors from which library acquires
      materials, supplies, equipment, and services.
   c. Knowledge of procedures for verifying and ordering materials, receiving orders,
      resolving problems, and accounting for expenditures.
   d. Knowledge of cataloging utilities (OCLC, Library of Congress, Rlin, etc.)
   e. Familiarity with MARC format, cataloging rules, subject headings, and
      classification schemes.
   f. Ability to pay attention to detail.

*This list of competencies was endorsed by the Connecticut Library
Association Executive Board at their meeting on 8/16/01.*