



## Competency Profile for Information Management – Librarian

### ADAPTABILITY

Adapting in order to work effectively in ambiguous or changing situations, and with diverse individuals and groups

**Level 3: Adapts to widely varying needs.**

- Adapts to new ideas and initiatives across a wide variety of issues or situations.
- Supports major changes that challenge traditional ways of operating.
- Adapts interpersonal style to highly diverse individuals and groups in a range of situations.
- Adapts own plans and priorities in anticipation of change.

### CLIENT FOCUS

Providing service excellence to internal and/or external clients, addressing immediate and evolving client needs

**Level 3: Provides added value.**

- Looks for ways to add value beyond clients' immediate requests.
- Addresses underlying and long-term client needs.
- Enhances client service delivery systems and processes.
- Anticipates clients' upcoming needs and concerns.

### EXEMPLIFYING INTEGRITY

Treating others fairly, honestly and respectfully, furthering the integrity of the organization and its relationships of trust within the work environment and in the broader community

**Level 1: Acts in fair and ethical manner toward others.**

- Treats everyone equally with fairness, honesty and respect all the time.
- Refrains from behaviour or language that is exclusionary or offensive.
- Focuses on organizational success rather than personal gain.
- Follows through consistently on promises and commitments made to others.
- Presents facts and circumstances transparently, no matter how difficult the facts may be.
- Guards confidential and sensitive information, passing it on only to those that need to know.
- Maintains ethical principles even in the most challenging circumstances.



## INFORMATION AND KNOWLEDGE RESOURCE MANAGEMENT

Understanding and applying procedures to select, acquire, organize, describe, retrieve, maintain and disseminate information and knowledge resources of all types, media and format

### **Level 4: Demonstrates advanced knowledge and ability, and applies the competency in new or complex situations. Guides other professionals.**

- Applies theories, principles and practices of information and knowledge resource management to develop practical solutions to complex challenges.
- Demonstrates an understanding of the content and format of information and knowledge resources to critically evaluate, select, acquire, organize, describe, analyze and disseminate them.
- Ensures adherence to procedures and policies for effective information and knowledge resource management.
- Negotiates effectively with information stakeholders, vendors and content providers.
- Trains and coaches others in effective practices for information and knowledge resource management.

## QUALITY FOCUS

Implementing procedures and standards to ensure high-quality results, and taking action to identify or manage quality issues, as appropriate

### **Level 3: Reviews and coaches others on quality standards.**

- Explains the organizational policies and procedures for quality assurance.
- Works at a level that consistently meets and models the quality standards set by the organization.
- Reviews the work of others to ensure that organizational quality standards are met.
- Advises management when quality issues and challenges are apparent.

## ATTENTION TO DETAIL

Working in a conscientious, consistent and thorough manner to ensure accuracy and the quality of work products and services delivered

### **Level 4: Identifies relevant information.**

- Identifies relevant and irrelevant information when reading complex documents under tight deadlines.
- Maps out all the logistics and details of a situation to ensure smooth and flawless implementation.
- Coaches others on methods and tools to ensure the accuracy of work.



## TEAMWORK

Working collaboratively with others to achieve organizational goals

### **Level 2: Proactively assists and involves others.**

- Initiates collaboration with others.
- Assumes additional responsibilities to facilitate the achievement of team goals.
- Seeks input from other team members on matters that affect them.
- Provides input to other team members as needed.

## ANALYTICAL THINKING

Analyzing and synthesizing information to understand issues, identify options and support sound decision-making

### **Level 3: Analyzes complex situations.**

- Analyzes complex situations, breaking each into its constituent parts.
- Evaluates alternative causes or ways of interpreting complex information.
- Identifies connections between situations that are not obviously related.
- Identifies gaps in information and makes assumptions to continue the analysis and/or take action.

## PLANNING AND ORGANIZING

Making and following plans and allocating resources effectively to reach goals that are central to organizational success

### **Level 2: Plans and organizes group activities.**

- Identifies who needs to be involved and when.
- Identifies who will do what, when, taking into account group members' skills, needs and, if possible, preferences.
- Sets timelines and work steps.
- Monitors progress and use of resources (e.g., people, supplies, money).
- Makes needed adjustments to timelines, steps and resource allocation.
- Plans the accomplishment of next steps.