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## Competency Profile for Information Dissemination – Senior Librarian

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### 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.

## ORGANIZATIONAL AWARENESS

Understanding the workings, structure, culture and distribution of power within and beyond the organization and for Parliament as a whole, and applying this understanding to solve problems and achieve desired outcomes

### **Level 3: Understands and applies organizational culture, climate and power dynamics.**

- Achieves satisfactory solutions based on an understanding of issues and culture in own and other organizations.
- Recognizes what is and is not acceptable or possible at certain times given the organizational culture, climate and power dynamics.
- Anticipates outcomes based on an understanding of organizational culture and power dynamics.
- Explains how organizational decisions are made and who makes and influences them.
- Applies an understanding of the roles people play in the organization to form alliances and achieve results.

## DATA / INFORMATION RETRIEVAL AND ANALYSIS

Locating and retrieving data/information from a wide variety of sources and analyzing it to extract insights and meaning

### **Level 5: Demonstrates expert knowledge and ability, and applies the competency in the most complex situations. Develops new approaches, methods or policies in the area. Is recognized as an expert, internally and/or externally.**

- Demonstrates and shares expert knowledge in data/information retrieval and analysis.
- Develops sophisticated search and retrieval strategies for obtaining information that is difficult to collect.
- Demonstrates excellence in evaluating information sources in accordance with professional standards in the field of information science.
- Trains and coaches others in developing information literacy as well as search and retrieval and analysis skills.

## QUALITY FOCUS

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

### **Level 4: Sets quality standards for own area of responsibility.**

- Advises management on quality assurance issues and challenges within own area of responsibility.
- Shares expertise and informs others on policies and procedures for quality assurance.
- Oversees the attainment of quality standards by employees in own area of responsibility.
- Develops plans to solve quality issues within own area of responsibility.

## COMMUNICATION

Communicating clearly and respectfully with different audiences, both orally and in writing

### Level 3: Adapts communication.

- Tailors communication (e.g., content, style, tone and medium) to diverse audiences and readerships.
- Reads cues from diverse audiences to assess when and how to change planned communication approach to deliver message effectively.
- Communicates with varying organizational levels, sometimes on the spot.
- Recognizes others' complex or underlying needs, motivations or concerns, communicating effectively despite the sensitivity of the situation.
- Conveys important nuances and context to facilitate understanding of the message or material.

## TEAMWORK

Working collaboratively with others to achieve organizational goals

### Level 3: Fosters teamwork.

- Gives credit and acknowledgement for contributions and efforts of other team members.
- Makes outstanding efforts to help other team members.
- Fosters team spirit.
- Provides opportunities for all group members to contribute to group discussions.
- Helps build consensus among team members.

## ANALYTICAL THINKING

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

### Level 4: Applies broad analysis.

- Integrates information from diverse sources, often involving large amounts of information.
- Thinks several steps ahead in deciding on the best course of action, anticipating likely outcomes.
- Develops conceptual frameworks that guide analysis by describing patterns of complex relationships among elements and events in the operating environment.