LIBRARY OF PARLIAMENT
BIBLIOTHÈQUE DU PARLEMENT

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.