



Competency Profile for Information Dissemination – Senior 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.

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.