Staff Competencies Training Matrix
Introductions

Judith Roberts
Instruction Consultant & Training Program Coordinator

Bonnie Smith
Assistant Program Director for Human Resources

Suchitra Yellapantula
Digital Application Developer

Staff Competencies Training Matrix
Poll

Please use the Poll option to respond...

Check all that apply...

- I work in the Human Resources office
- I work in the IT department
- The focus of my position is training and staff development
- I have worked with competencies before
- My library has an established list of competencies for at least some or our positions

Staff Competencies Training Matrix
Agenda

• Key concepts regarding competencies
• Competencies in libraries
• Background information on the project
• Tour of the Matrix
• IT perspective – open-source
• Administrator role
• Next steps
• Q&A
Goals

• Understand the use of competencies in libraries

• Gain a basic understanding of the Matrix to be able to consider its application at your institution

• Understand how this open-source application is implemented by IT professionals
Key Concepts

Staff Competencies Training Matrix
What are Competencies?

‘Observable & measurable attributes that contribute to success in performing a task or job’

SKILLS – KNOWLEDGE – BEHAVIOR
Competency Example

Written Communication

Able to respond appropriately and in a timely fashion to written communications and announcements.

Staff Competencies Training Matrix
Application

• Common language – reference point
• Training
• Recruiting
• Self-directed professional development
• Performance evaluations
• Position descriptions
• Goal setting
Questions about Competencies?
Literature Review

Current use of Competencies in Libraries

Staff Competencies Training Matrix
**Competency Sets**

The LSSC Program is comprised of ten competency sets that:

- standardize expectations for academic and public library support staff;
- give education providers guidance for developing courses or training curriculum; and
- help employers articulate job requirements.

An LSSC candidate must achieve six of the ten - the three required competency sets and three more of the elective competency sets. Candidates can achieve the competency sets by successfully completing approved courses or by creating a portfolio.

**Required**

- Foundations of Library Services
- Communication and Teamwork
- Technology

**Electives (choose any three)**

- Access Services
- Adult Readers’ Advisory Services
- Cataloging and Classification
- Collections
- Reference and Information Services
- Supervision and Management
- Youth Services

Competency Index for the Library Field 2014

by Betha Gutsche and Brenda Hough, Editors
Last Modified: 06 March 2014

WebJunction has just completed an update of the Competency Index for the Library Field. The original 2009 edition has been a valuable resource for libraries, helping staff identify and obtain the knowledge, skills and support needed to power relevant and vibrant libraries. However, it was time for an update. With ever-increasing economic, social, and educational demands, libraries have experienced dramatic changes in community needs and the tools available to serve those needs.

Three elements in particular have been emphasized throughout: 21st century skills, accountability, and community engagement.

WebJunction intends for the Index to be widely shared and adapted by a variety of libraries to meet their individual needs.

Please feel free to download the PDF (3.3 MB) as a whole or the Word version for remixing as you see fit.

[Note: the original 2009 edition is still available for download. Look for it under WebJunction in the list of Library Staff Competency Collections]

Competencies continue to be a work-in-progress. Please tell us how you're using them in your work. Use the comments area below or send feedback to info (at) webjunction.org.
Core Technology Competencies for Librarians and Library Staff
A LITA Guide

Core Competencies for Librarians Engaged in Assessment

Presented by Sue Erickson, Virginia Wesleyan College

Based on research conducted by Sarah Passonneau, Iowa State University and Sue Erickson, Virginia Wesleyan College

Library and Repository Communities Join Together to Identify New Competencies for Academic Librarians

by Judy Ruttenberg & Iryna Kuchma | 202-296-2296 | judy@arl.org or iryna.kuchma@eifl.net | on August 12, 2013

The Association of Research Libraries (ARL), the Canadian Association of Research Libraries (CARL), the Confederation of Open Access Repositories (COAR), and the Association of European Research Libraries (LIBER) are pleased to announce the launch of a Joint Task Force on Librarians’ Competencies in Support of E-Research and Scholarly Communication.

Rapid changes in technology and associated shifts in research and scholarly communications are profoundly changing the role of libraries in the 21st century. The emergence of e-research, for example, is bringing about new ways of doing science across the globe, compelling libraries to adopt new services, such as assisting with the development of research data management plans, hosting collaborative virtual research environments, managing institutional repositories, and disseminating research outputs through open access mechanisms. These novel services require a range of new skills and expertise within the library community as well as a shift in organizational models for libraries.

The aim of the task force is to outline the competencies needed by librarians in this evolving environment. The first step will be to identify the various avenues of service for libraries within the context of e-research, repository management, and scholarly communication. These services and roles will then be mapped to the competencies required by librarians and library professionals. The task force will also make note of the array of organizational models evolving to support new services.

The task force will produce a toolkit that will help to build capacity in libraries for...
Laura Saunders, Serap Kurbanoglu, Mary Wilkins Jordan, Joumana Boustany, Brenda Chawner, Matylda Filas, Ivana Hebrag Grgic, Gaby Haddow, Jos van Helvoort, Mersini Kakouri, Ane Landøy, Karolina Minch, Gillian Oliver, Panayiota Polydoratou, Angela Repanovic, Egbert J. Sanchez Vanderkast, Tania Todorova, Sirje Virkus, Anna Woldok, and Daniela Zivkovic

Culture and Competencies: A Multi-Country Examination of Reference Service Competencies

Abstract: Reference librarians have the opportunity to interact with patrons and colleagues of many different backgrounds, languages, and cultures as a result of our increasingly interconnected and peripatetic world. In order to provide the best possible service to these varied communities, reference librarians should understand some of the culture differences that exist across countries, and in particular, the differences in the way that reference services are conceived and delivered in different countries. This study explores some of these differences in reference services by surveying current practitioners in thirteen countries to find out which competencies they believe are most important for academic reference librarians right now, and in the near future. The results of this study highlight some important commonalities and differences, and could help reference librarians to manage and meet the expectations of their international patrons, and perhaps help them to prepare for an international job experience of their own. Academic reference librarians may be interested to see the extent to which their counterparts in other countries face similar challenges and expectations with regard to delivering reference services. Teaching faculty in library science programs will be interested to understand reference competencies and expectations in other countries, especially as they teach greater numbers of international students or consider collaborating with international colleagues. In addition, an international understanding is important in developing students who can compete in a global job market.
Library Reorganization, Chaos, and Using the Core Competencies as a Guide

CLINT CHAMBERLAIN and DEREK REECE

Starting in the fall of 2012, the staff at the University of Texas at Arlington (UTA) Library began to plan for a library-wide reorganization of staff and services. Every staff member would be affected by the reorganization process, including the library’s serials and e-resources team. In what could be a most chaotic time, the serials and e-resources team chose to use the North American Serials Interest Group (NASIG) draft version of core competencies for electronic resource librarians as a guide to help in selecting members for the e-resources team that would emerge following the reorganization. The presentation on which this article is based reviews the situation at UTA, the core competencies, and how the serials/e-resources team used the core competencies along with a self-assessment tool to help select the most qualified staff for the team.

KEYWORDS reorganization, NASIG Core Competencies for Electronic Resource Librarians, staffing, electronic resource management

The University of Texas at Arlington (UTA) Library is comprised of the main library (known as Central), two branch libraries (Science and Engineering Library, and Architecture and Fine Arts Library), as well as two small electronic-only libraries. The library employs around 110 librarians and staff, who provide services to a student body of over 30,000 total students while overseeing an ever-growing collection of print and digital materials, with an annual collections budget of $5 million in 2012. During the summer of 2012, Rebecca Bichel, formerly of Florida State University, was hired as the UTA Library’s new dean. By fall of 2012, Dean Bichel and the library staff had determined that the UTA Library needed to be reorganized in order to meet a variety of user demands and the many pressures faced by all academic libraries today.
Competencies for Information Professionals of the 21st Century

Revised edition, June 2003

Prepared for the Special Libraries Association Board of Directors by the Special Committee on Competencies for Special Librarians

Eileen Abels, Rebecca Jones, John Latham, Dee Magnoni, Joanne Gard Marshall

What is an Information Professional?
An Information Professional ("IP") strategically uses information in his/her job to advance the mission of the organization. The IP accomplishes this through the development, deployment, and management of information resources and services. The IP harnesses technology as a critical tool to accomplish goals. IPs include, but are not limited to librarians, knowledge managers, chief information officers, web developers, information brokers, and consultants.

What are Information Organizations?
Information organizations are defined as those entities that deliver information-based solutions to a given market. Some commonly used names for these organizations include libraries, information centers, competitive intelligence units, intranet departments, knowledge resource centers, content management organizations, and others.

Background
The Special Libraries Association (SLA), an organization of dynamic and change-oriented IPs, has long been interested in the knowledge requirements of the field. The Association's members have explored and shared their vision of the competencies and skills required for specialized information management in many forums over the years. The first edition of the competencies document published in 1997 attempted to synthesize and build on earlier work in the light of ongoing social, technological and workplace change. This document has been widely used by IPs, as well as educators, employers, and current and prospective students. The 1997 edition may be found at: www.sla.org/competencies1997

http://sandiego.sla.org/2014/05/sla-core-competencies-revision/
Questions so Far

Staff Competencies Training Matrix
Need Based Training Program

Staff Competencies Training Matrix
Staff Competencies Training Matrix

Need Based Training Program

Competencies Index

Identify Skills, Knowledge, Attitudes

Identify Learning Opportunities

Competencies Training Matrix
What is a Learning Opportunity?

Types of learning opportunities

- In house trainings developed by subject experts
- Variety of learning tools (online, templates, checklists, manuals)
- University’s Training and Organization Development
- On demand library association resources

Learning delivery formats

- In person training
  - 1 on 1
  - Classroom
  - Virtual
- Online resources
- Paper based resources

Staff Competencies Training Matrix
What is a competencies training matrix?

Example 1

**Area-Specific Category**

**Cataloging Family**

**Monographic Cataloging Competency**

**Level 2**

Basic copy cataloging of print materials

- Ability to match item to bibliographic record and evaluate the accuracy and completeness of the existing access points
- Understands the basic use and coding of the most common MARC fields

**Learning Opportunities**

- OCLC – Introduction to MARC
- In-house – Introduction to MARC
- The MARC of Quality – MARC 21

**In Your Library**

Staff Competencies Training Matrix
What is a competencies training matrix?

Example 2

Cross Departmental Category
Management Family
Supervision Competency

Level 3
Recruits, hires, trains and supervises
- Ability to implement library recruitment policies
- Ability to lead a staff performance evaluation
- Ability to apply disciplinary measures when needed

Learning Opportunities
- In-house – Performance Assessments and Goals
- In-house – Staff Performance Appraisal Overview
- UF TOD – Interviewing and Hiring
- UF TOD – Leading with Courage
- Recruitment Checklist
- Position Description Toolkit

Staff Competencies Training Matrix
Staff Competencies Training Matrix

- Identify Skills, Knowledge, Attitudes
- Identify Learning Opportunities
- Competencies Index
- Competencies Training Matrix
- Online Version
- Ease of Use
- Need Based Training Program
Objective 1
• Facilitate access and ease of use of Competencies Index

Objective 2
• Ease in identifying learning opportunities
Questions about our Process?

Staff Competencies Training Matrix
Tour

http://uflib.ufl.edu/competencies/Competencies.aspx
Welcome to the Smathers Libraries Staff Competencies Training Matrix!

With this online tool, employees, supervisors and hiring managers have access to the Libraries Staff Core Competencies Index in a format that allows for greater ease in navigating competency categories, families and levels. Competencies are also matched with available training resources to help employees meet specific competency expectations.

Navigation
Navigating the Smathers Libraries Staff Competencies Training Matrix (also referred to as the “Staff Competencies Training Matrix”) is straight-forward and intuitive, requiring little effort. Searching for resources is easy. Just point and click on links, and use the breadcrumb pathways at the top of each page to move back and forth.

Access Competencies
To begin using the Staff Competencies Training Matrix:

1. Click the graphic, or
2. Click the "Access competencies" link under the graphic. You will arrive at the Home Page
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### Staff Competencies Training Matrix

**Selected Competency Category:** Cross-Departmental  
**Selected Competency Family:** Professional-Interpersonal  
**Selected Competency:** Teamwork/Collaboration

<table>
<thead>
<tr>
<th>Level</th>
<th>Level Description</th>
<th>Classification</th>
<th>Feedback</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Works collaboratively with other staff in unit to accomplish goals. Ability to develop goals in collaboration with unit staff. Accomplishes stated goals. Communicates appropriately and takes action.</td>
<td>Ast1-Aso3</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Develops collaborative relationships inside and outside the libraries to accomplish goals. Identifies and pursues opportunities to improve performance through partnerships. Understands and values.</td>
<td>Ast3-Aso3</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Encourages cooperation, trust and group identity. Leads others to achieve team goals. Balances autonomy and collaborative efforts to produce the best results for the team.</td>
<td>Ast1-Aso3</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Exhibits constructive conflict resolution skills. Facilitates win-win situations. Encourages inquiry and dialog. Manages the group diversity of views and work styles to accomplish unit goals.</td>
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<td>Aso1-Aso3</td>
<td></td>
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<td>Level 4</td>
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Selected Competency Category: Cross-Departmental
Selected Competency Family: Professional-Interpersonal
Selected Competency: Teamwork/Collaboration

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Cross-Departmental Category
Professional-Interpersonal
Teamwork/Collaboration

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<tr>
<th>Resource Code</th>
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<th>Target Audience</th>
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<tr>
<td>GET205</td>
<td>UF TOD</td>
<td>Diversity at Work!</td>
<td>All Libraries Employees</td>
</tr>
<tr>
<td>DIV101</td>
<td>LIB HR</td>
<td>Libraries' Diversity Training: Our Diverse Students</td>
<td>All Libraries Employees</td>
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<tr>
<td>DIV 102</td>
<td>LIB HR</td>
<td>Libraries' Diversity Training: Gator Allies Development Training Program</td>
<td>All employees</td>
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<tr>
<td>DIV 103</td>
<td>LIB HR</td>
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<td>Libraries' Diversity Training: The New Age of Diversity</td>
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#### Cross-Departmental Category

**Selected Competency Category:** Cross-Departmental  
**Selected Competency Family:** Professional-Interpersonal  
**Selected Competency:** Teamwork/Collaboration

**Classification:**
- Level: Level 1  
  - Resource Code: DIV101  
  - Resource Name: Libraries' Diversity Training: Our Diverse Students  
  - Target Audience: All Libraries Employees

**Level Description:** Works collaboratively with other staff in unit to accomplish goals. Ability to develop goals in collaboration with unit staff. Accomplishes stated goals. Communicates appropriately and takes action.

**Classification:** Ast1-Ast3

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**Level 2:** Develops collaborative relationships inside and outside the libraries to accomplish goals. Identifies and pursues opportunities to improve performance through partnerships. Understands and values.

**Classification:** Ast3-Ast5

---

**Level 3:** Encourages cooperation, trust and group identity. Leads others to achieve team goals. Balances autonomy and collaborative efforts to produce the best results for the team.

**Classification:** Ast1-Ast3

---

**Level 4:** Exhibits constructive conflict resolution skills. Facilitates win-win situations. Encourages inquiry and dialog. Manages the group diversity of views and work styles to accomplish unit goals.

**Classification:** Ast1-Ast3
Training Resource Details

Libraries' Diversity Training: Our Diverse Students
The University of Florida is committed to creating a diverse campus community that is inclusive and affirms all students, faculty and staff regardless of their identity. Understanding the great diversity that exists at the university and the needs and challenges our community faces will help us understand how to better serve them while they are here. This presentation will explore our diverse student body and provide some self-reported information from the students about their needs while also exploring what we can do to make this campus a more inclusive and affirming campus community.
**Staff Competencies Training Matrix**

**Selected Competency Category:** Cross-Departmental  
**Selected Competency Family:** Professional-Interpersonal  
**Selected Competency:** Teamwork/Collaboration

**Classification:** Assistant 2

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### Cross-Departmental Category

**Professional-Interpersonal**

**Teamwork/Collaboration**

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**Level 2**

Develops collaborative relationships inside and outside the libraries to accomplish goals. Identifies and pursues opportunities to improve performance through partnerships. Understands and values... [more]

| Level 3 | Encourages cooperation, trust and group identity. Leads others to achieve team goals. Balances autonomy and collaborative efforts to produce the best results for the team. | Ast3-Aso3 |

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**Export To PDF**

**View All | Hide All Resources**

**Show All | Hide All Level description**
STAFF COMPETENCIES TRAINING MATRIX

Competency Category: Cross-Departmental
Competency Family: Professional-Interpersonal
Competency: Teamwork/Collaboration

Level 1:
Classification: As1 - As03
Description: Works collaboratively with other staff in unit to accomplish goals. Ability to develop goals in collaboration with unit staff. Accomplishes stated goals. Communicates appropriately and takes action within team as needed. Respects the ideas and opinions of others. Accepts and offers help when needed. Gives and accepts feedback in a positive manner. Works effectively and respectfully within a diverse university environment.

Resources:
1) Resource Code GET205: Diversity at Work!
   Venue: UF TOD
   Status:
   Format: ILT
   Frequency: Target Audience: All
   Description: GET205 Diversity at Work - We are all diverse! The University of Florida has a diverse population of both staff and students. Age, gender, race, religion, politics, socio-economic, education...the list is endless. Is this a weakness - or an opportunity? It is known that by drawing on diverse strengths and talents and developing a truly inclusive environment, an organization will increase productivity and be in the best position to succeed in today's global community. Attend this workshop to learn more about how diversity can work for you - and your team!

2) Resource Code DN101: Libraries' Diversity Training: Our Diverse Students
   Venue: LIB HR
   Status:
   Format: ILT
   Frequency: Annually
   Target Audience: All Libraries Employees
   Description: Libraries' Diversity Training: Our Diverse Students
   The University of Florida is committed to creating a diverse campus community that is inclusive and affirming all students, faculty and staff regardless of their identity. Understanding the great diversity that exists at the university and the needs and challenges our community faces will help us understand how to better serve them while they are here. This presentation will explore our diverse student body and provide some self-reported information from the students about their needs while also exploring what we can do to make this campus a more inclusive and affirming campus community.
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The Smathers Libraries Staff Competencies Training Matrix

The Smathers Libraries Staff Competencies Training Matrix is an online tool designed with the following two objectives:

1. To facilitate access to, and usability of the Libraries Staff Core Competencies Index.
2. To assist employees and supervisors in identifying training opportunities, inside and outside the Libraries, targeting specific competencies.

With this online tool, employees, supervisors and hiring managers have access to the Staff Core Competencies Index in a format that allows for greater ease in navigating competency categories, families and levels. Competencies are also matched with available training resources to help employees meet specific competency expectations. The user guide below has more details.

Smathers Libraries Online Staff Competencies Matrix User Guide

It is important to note that not all competencies will be cultivated via traditional training approaches. Certain competencies are best and more economically addressed through on-line tutorials, procedures manuals, job aids, checklists, on-the-job training and other methods identified for relaying information needed for maximum performance.

More Information regarding the Staff Competencies Index and Training Matrix

Note: A classification system tied to evolving position descriptions is clearly not a static document and will require updating as library assistant and associate jobs within the UF Libraries change. The intention is for this document to be reviewed on a regular basis under the management of Smathers Libraries Human Resources Department personnel.
Any Questions about the Matrix?
This is Open Source!

The staff competencies Training Matrix tool was designed as an open source software.

**Open Source definition:** Software whose source code is available free of charge to the public to use, copy, modify, sublicense or distribute.
What does this mean for you?

This tool could be easily adopted by any library with the software and its source code being freely available, with minimum technical assistance.
Technical specifications

This web application was written using ASP.NET and MS SQL Server for the database.

Development Tools Required for IT administrators:
- MS SQL Server Client for the database
- Visual Studio (if the source code needs to be modified)
Installation steps

• Set up the initial database (MS SQL)
• Insert the broad competency category terms into the database table. UF currently uses “Cross-departmental category” and “Area-specific category”. Libraries could use these, or any other categories specific to them.
• Designate the initial internal Administrators.
• Once the app is installed, the admin section of the user interface could then be used to build the remaining Matrix.
This is not a static tool

Updating the Matrix

Staff Competencies Training Matrix
Updating the Matrix

Administrators can:
- Add a competency family
- Add/Edit a competency
- Add/Edit a competency expertise level
- Add/Edit learning/training resources

IT Administrators can also:
- Establish the number of expertise levels
- Add a new competency category

Staff Competencies Training Matrix
Administrator updates – Two ways

- Make expertise level / resource changes through the matrix itself
- Make updates through the Admin Panel section
Administrator updates – Two ways

• Make expertise level / resource changes through the matrix itself

• Make updates through the Admin Panel section
With this online tool, employees, supervisors and hiring managers have access to the Libraries Staff Core Competencies Index in a format that allows for greater ease in navigating competency categories, families and levels. Competencies are also matched with available training resources to help employees meet specific competency expectations.

Navigation
Navigating the Smathers Libraries Staff Competencies Training Matrix (also referred to as the “Staff Competencies Training Matrix”) is straight-forward and intuitive, requiring little effort. Searching for resources is easy. Just point and click on links, and use the breadcrumb pathways at the top of each page to move back and forth.

Access Competencies
To begin using the Staff Competencies Training Matrix:

1. Click the graphic, or
2. Click the "Access competencies" link under the graphic. You will arrive at the Home Page.
Welcome to the Smathers Libraries Staff Competencies Training Matrix!

With this online tool, employees, supervisors and hiring managers have access to the Libraries Staff Core Competencies Index in a format that allows for greater ease in navigating competency categories, families and levels. Competencies are also matched with available training resources to help employees meet specific competency expectations.

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### Staff Competencies Training Matrix

**Selected Competency Category:** Cross-Departmental  
**Selected Competency Family:** Professional-Interpersonal  
**Selected Competency:** Teamwork/Collaboration

<table>
<thead>
<tr>
<th>Level</th>
<th>Level Description</th>
<th>Classification</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Works collaboratively with other staff in unit to accomplish goals. Ability to develop goals in collaboration with unit staff. Accomplishes stated goals. Communicates appropriately and takes action... more</td>
<td>Astl-Aso3</td>
<td></td>
</tr>
<tr>
<td>Level 2</td>
<td>Develops collaborative relationships inside and outside the libraries to accomplish goals. Identifies and pursues opportunities to improve performance through partnerships. Understands and values... more</td>
<td>Ast3-Aso3</td>
<td></td>
</tr>
<tr>
<td>Level 3</td>
<td>Encourages cooperation, trust and group identity. Leads others to achieve team goals. Balances autonomy and collaborative efforts to produce the best results for the team.</td>
<td>Aso1-Aso3</td>
<td></td>
</tr>
<tr>
<td>Level 4</td>
<td>Exhibits constructive conflict resolution skills. Facilitates win-win situations. Encourages inquiry and dialog. Manages the group diversity of views and work styles to accomplish unit goals.</td>
<td>Aso1-Aso3</td>
<td></td>
</tr>
</tbody>
</table>
Edit Competency Level Details

- **Competency Family:** Professional-Interpersonal
- **Competency:** Teamwork/Collaboration
- **Level Number:** 1
- **Classification:** Ast1 - Aso3
- **Required for everyone:**
- **Level Description:**

  Works collaboratively with other staff in unit to accomplish goals. Ability to develop goals in collaboration with unit staff. Accomplishes stated goals. Communicates appropriately and takes action within team as needed. Respects the ideas and opinions of others. Accepts and offers help when needed. Gives and accepts feedback in a positive manner. Works effectively and respectfully within a diverse university environment.

[Submit Changes]
[Add a new Training Resource]
[Cancel]
Add a New Training Resource

Competency Family: Professional Interpersonal
Competency: Teamwork/Collaboration
Expertise/Skill Level: Level 1
Resource Code: 
Resource Name: 
Resource Venue: 
Target Audience: 
Resource Status: 
Resource Frequency: 
Resource Format: 

Resource Description:

Submit  Cancel
Administrator updates – Two ways

• Make expertise level / resource changes through the matrix itself

• Make updates through the Admin Panel section
Administrator Actions

Staff Competencies Training Matrix
Administrator Actions

Add a new Competency Family

Competency Family Name: New test competency family

Competency Category:
- Area-Specific
- Cross-Departmental

Submit  Back
Administrator Actions

Select Competency Family: Professional-Interpersonal
New Competency Name: Test competency

Submit  Back
Administrator Actions

Add a New Expertise/Skill Level

Select a Competency Family: Digital Services
Select a Competency: Digital Collections
Level Number (1-5): 2
Level Description: This is a test level for demo
Classification: Ast 1
Required for All: Yes

Submit  Back
Any Questions about the IT or Administrator Roles?

Staff Competencies Training Matrix
Continuous Improvement

• **Updating Matrix** (ongoing and annually)
  • Competencies
  • Learning Opportunities
• **Identify and Address Training Gaps**

Staff Competencies Training Matrix
Assessment

Assessment of Tool scheduled for May, 2015
Next Steps

Broadening the scope to include all library employees – not just the largest groups – and include librarians
Poll

Please use the Poll option to respond...

- We are definitely interested in adopting this type of tool
- We have some work to do before adopting a tool like this
- We won’t be able to adopt this type of tool in the near future

Staff Competencies Training Matrix
Questions

Staff Competencies Training Matrix
Thank You
Please feel free to contact us

Judith Roberts
Instruction Consultant & Training Program Coordinator
judithroberts@ufl.edu

Suchitra Yellapantula
Digital Application Developer
y.suchitra@ufl.edu

Bonnie Smith
Assistant Program Director for Human Resources
bonniesmith@ufl.edu