

# SPOTLIGHT *on* COMPETENCIES

**The Library Education Committee is committed to helping libraries incorporate competencies into their training and staff development efforts. Each month we will highlight one of the OLC competencies by providing a short definition, a few related skills or behaviors, and resources for more information. As always, we want to know how your library uses competencies. Please send your stories to [cathy.wilkymacky@cincinnati.org](mailto:cathy.wilkymacky@cincinnati.org).**

**COMPETENCY:**  
Ethics—Circulation Services

**Definition:**

Understands and demonstrates ethical behavior as a library representative.

**Select Skills and Behaviors:**

- Interprets and applies library policies in a fair and equitable manner
- Acts as a good steward of the community’s resources
- Protects and values patron confidentiality and organizational security
- Treats others with honesty, respect, and fairness while encouraging differing viewpoints

**Training Resources:**

- Todaro, Julie Beth. *Training Library Staff and Volunteers to Provide Extraordinary Customer Service* – book
- *Diversity Bingo: An Experiential Learning Event (Advancement Strategies* – A bingo game created to encourage learning about and tolerance for diversity).

- *Customer Service: More than a Smile* – video
- *Customer Service: the Heart of a Library* – video
- Matt, Michele. *Bad Apples: How to Deal with Difficult Attitudes* – book and video
- Garber, Peter R. *25 Reproducible Activities for Customer Service Excellence* – book
- Turner, Anne M. *It comes with the territory : handling problem situations in libraries* – book

**Training Opportunities:**

[www.ceohio.org](http://www.ceohio.org)

**Complete List of Competencies:**

[www.olc.org/CoreCompetencies.asp](http://www.olc.org/CoreCompetencies.asp)

**More Information:**

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## RECENTLY CERTIFIED

- Patricia A. Bauch, Akron-Summit County Public Library
- Samantha Betts, Fairfield County District Library
- Therese Feicht, Geauga County Public Library
- Amanda Murphy, Warren-Trumbull County Public Library
- Christopher Roddy, Fairfield County District Library
- Julie Tenney, Wadsworth Public Library

## RE-CERTIFICATION

- Curtis Bower, Akron-Summit County Public Library
- Carolyn Burrier, Akron-Summit County Public Library
- Stephen Hedges, OPLIN
- Carolyn Neal, Cleveland Public Library
- Nieca Nowels, Westerville Public Library
- Gayle A. Patton, Mansfield-Richland County Public Library
- Elizabeth M. Reed, Akron-Summit County Public Library
- Valerie Sherman, Akron-Summit County Public Library