

Department of Justice Library Staff Competencies

Overall Library Staff Philosophy Competencies

Demonstrates:

- ~ Knowledge of the Department of Justice (DOJ) Libraries mission and and the DOJ Libraries Mission Statement;
- ~ Understanding of the concept of serving the public for the public good;
- ~ Support for the broad historical perspective of the library and information professions as well as the tasks of specific positions; and
- ~ Ability to use appropriate analytic tools to identify issues and developments beyond librarianship/information science that impact library services.

Monitors and responds to trends and developments within the subject matters the Library supports, particularly the use of appropriate technology in all library functions.

Generally knowledgeable of all functions within librarianship, including public services, technical services, administrative services and technology, resource sharing with other libraries and how they support the production, distribution, and use of information in society.

Provides adept and proficient library service to diverse clientele.

Is aware of the general knowledge of the legal (including copyright), organizational, and regulations pertaining to the library, as well as the specific network environments in which the library interacts to enhance resource sharing.

Information professionals commit to professional excellence and ethics, and to the values and principles of the profession. (Note: The American Library Association Code of Ethics is attached at the end of this document.)

Ongoing commitment to self-assessment of expertise and conduct; professional development, including continuing education and staff and organizational development activities; and participation in appropriate professional organizations and library community networks.

Management / Supervisory

Aligns the organization with and supports the strategic directions of the Department and of key customer groups through partnerships with colleagues, customers, and suppliers.

Management inspires a shared vision, creates a compelling mission for the organization, and energizes staff to achieve its goals and delight its clients and key stakeholders.

Develops strategic and operating plans that support DOJ's goals and that establish long-term targets and short-term objectives for the information organization.

Communicates the value of the information organization, information services, products, and policies to senior management, key stakeholders, and patrons.

Establishes effective operational management, exercising sound financial judgment in making decisions that balance operational and strategic considerations.

Contributes effectively decisions regarding information applications, tools and technologies, and policies for the organization.

Builds and leads an effective information services team that ensures the professional and personal development for everyone working within the information organization.

Calculates return on investment or other measurable means for information services or products and develops other measurable contributions of the impact and value of the Libraries to DOJ.

Markets information services and products, both formally and informally.

Develops new services and products, the modification of current services or their elimination to continually improve the array of information services offered.

Advises patrons and staff on copyright and intellectual property issues and compliance.

Reference and Research

Develops appropriate service programs.

Actively markets and publicizes library services and events.

Implements policies and follows procedures for selecting, acquiring, circulating, maintaining, and weeding of library materials.

Follows Library policies concerning library copyright restrictions.

Keeps up with computer-based resources and new technology in library services.

Communicates successfully with all patrons.

Effectively meets patron expectations.

Conducts effective reference interviews.

Provides high-quality reference service by utilizing a wide variety of sources and materials.

Effectively utilizes library equipment and capably demonstrates their use to patrons.

Effectively instructs/trains patrons how to use of library materials, including the DOJ Virtual Library.

Access and Organization - Cataloging and Classification

Adheres to current national cataloging standards and classification schemes.

As a member of OCLC, consistently meets our obligation to contribute to the collaborative.

Accurately identifies and describes materials in the Horizon integrated library system.

Develops indexes and search capabilities to ensure proper access to information.

Analyzes the content of information resources to assign appropriate subject headings and class numbers.

Creatively exploits the features available through Horizon to expand the DOJ Catalog to include additional Departmental libraries.

Creates and produces reports derived from Horizon to support collection analysis and development.

Access and Organization - Acquisitions

Demonstrates knowledge of the publishing industry and legal vendor marketplace in order to acquire publications and other information sources for Department libraries, offices, boards and divisions.

Analyzes, implements, and uses online systems and programs which support the Acquisitions operation.

Establishes and maintains a compliant environment in which all procedures meet federal regulations governing funds management and procurement.

Fulfills training requirements for Contracting Officers (CO), Contracting Officer Technical Representatives (COTR) and credit card holders.

Establishes and applies effective procedures for all aspects of Acquisitions operations.

Meets procurement and fiscal deadlines.

Maintains professional working relationships with DOJ customer groups, Finance Staff, Procurement Staff, DOJ auditors, and vendors.

Adapts the Voyager Integrated Library System to handle complex procurement and fiscal transactions, and successfully integrates data with the DOJ Financial Management Information System (FMIS).

Generates reports of fiscal and procurement activity for DOJ Acquisitions customers on a timely

basis.

Access and Organization – Systems

Supports library-specific computer applications at all service locations in the JMD Library system.

Participates in planning for new systems and upgrades to existing systems through the library's Change Control Board and configuration management process.

Maintains and administers servers in accordance with guidance from manufacturers and vendors, DOJ policies, and Federal requirements.

Coordinates with JCON staff for network connectivity, software and hardware approvals, equipment installations and moves, and management of user accounts.

Troubleshoots system problems and resolves malfunctions and “down” systems with appropriate DOJ staff and vendors.

Produces a variety of reports from library systems as part of vulnerability scans, diagnostic checks, database activity, and account status for acquisitions customers.

Contributes technical support to the Virtual Library on the DOJ intranet.

Maintains computer security in compliance with requirements of FISMA, OMB, and the Department of Justice.