

# Library and Information Services Competency Map

			COMPETENCY UNITS		
			Core Units	Specialisation Units	Elective Units
LEVEL	DEPARTMENT	TYPICAL JOB TITLES			
6		Principal / Chief Librarian	CI-LI-604C-0 Develop, establish and lead community projects and collaborative programmes CI-LI-607C-0 Manage financial resources CI-LI-608C-0 Manage manpower resources CI-LI-609C-0 Monitor industry trends and assess their impact	CI-LI-601S-0 Demonstrate and articulate the value and impact of libraries and information work to society, parent bodies and all stakeholders CI-LI-602S-0 Design and plan library buildings, facilities and spaces CI-LI-603S-0 Develop professional network and alliance with organisations and people in related industry CI-LI-605S-0 Initiate, develop and plan libraries, information centres, operational units and information services CI-LI-606S-0 Lead and direct libraries and information centres in empowering communities and organisations with valuable information services to achieve their learning, research, social and cultural goals CI-LI-610S-0 Plan, secure and allocate resources for library operations	
5		Senior Librarian	CI-CLR-501E-0 Manage IP at a strategic level* CI-FIN-306E-0 Manage budgets CI-LI-518C-0 Manage projects CI-LI-519C-0 Manage services and operations CI-LI-520C-0 Manage staff development CI-LI-522C-0 Promote initiative and enterprise CI-LI-556C-0 Build and maintain professional networks	CI-LI-511S-0 Conduct, review and publish research findings on information use and management CI-LI-512S-0 Develop plans for organising external and internal information resources for effective access and use CI-LI-513S-0 Develop strategies and plans for building and preserving print, non-print and electronic collection and information resources CI-LI-514S-0 Develop strategies for the development of new information products and services CI-LI-515S-0 Develop, manage and supervise user education programmes and user services operations CI-LI-516S-0 Develop, plan and implement digital information storage and retrieval systems and services CI-LI-517S-0 Manage and supervise technical services operations CI-LI-521S-0 Manage the development of technological systems and tools to support library and information work CI-LI-523S-0 Strategise, plan and supervise promotion and outreach activities	TR-TDL-303C-1 Prepare and conduct on-the-job training (ACTA)* CI-PM-411C-0 Apply cost management techniques
4		Librarian	CI-LI-424C-0 Develop and deploy ICT tools and applications CI-LI-426C-0 Engage in continual self-development CI-LI-427C-0 Perform at high level of personal effectiveness and professionalism CI-LI-432C-0 Provide high quality service to users and clients CI-LI-457C-0 Administer and manage the use of copyrighted materials	CI-LI-425S-0 Develop, maintain and troubleshoot problems in e-resource & content delivery systems CI-LI-428S-0 Perform collection development and management activities CI-LI-429S-0 Perform collection organisation activities CI-LI-430S-0 Perform reference and readers' advisory services CI-LI-431S-0 Plan and implement library and outreach activities CI-LI-433S-0 Provide information and research reports for alert, dissemination and customised on-demand services CI-LI-434S-0 Provide instruction and training on information literacy & resources CI-LI-435S-0 Research, writing and publications	
3		Senior Library Officer	CI-QM-307C-0 Maintain quality service delivery CI-LI-336C-0 Administer Library operations* CI-LI-337C-0 Apply ICT applications and tools in workplace CI-LI-338C-0 Display effective interpersonal and communication skills CI-LI-339C-0 Supervise junior staff SVCF-PP-301C-1 Coach for Service Excellence*	CI-LI-340S-0 Support bibliographic control work* CI-LI-341S-0 Support general reference and information enquiries* CI-LI-342S-0 Maintain library systems, portals and website maintenance work CI-LI-343S-0 Support the management of acquisitions and serials work* CI-LI-344S-0 Support the management of circulation and membership services* CI-LI-345S-0 Support the management of collection maintenance work* CI-LI-346S-0 Support the management of promotion & outreach activities*	ES-LPD-101 Learning and Personal Development (Operations) ESS
2		Library Officer	CI-HR-210C-0 Work effectively with others CI-LI-247C-0 Engage effectively with library users and clients CI-LI-255C-0 Use ICT effectively in the workplace	CI-LI-248S-0 Provide loans and membership services* CI-LI-249S-0 Support acquisitions and serials work* CI-LI-250S-0 Support bibliographic control* CI-LI-251S-0 Support collection maintenance* CI-LI-252S-0 Support general reference and information enquiry work* CI-LI-253S-0 Support library systems, portals and website maintenance work CI-LI-254S-0 Support promotion and outreach activities	

**INDUSTRY KEY**

Libraries Purpose Statement:  
To hold, provide access and spread the cumulated knowledge of human kind to enable societies communities, organisations and individuals to achieve their learning, research, social and cultural goals.

**RELATED SECTORS**

Printing Companies  
Publishing Houses  
Advertisers  
Graphic Designers  
Writers/Arts  
Research

**SETTINGS**

Schools  
Government Development (Special Libraries)  
Public  
National  
Academic  
Corporate  
Children's

**COMPETENCY CATEGORIES**

Human Resources (HR)  
Learning and Development (LD)  
Library & Information (LI)  
Personal Development (PD)  
Project Management (PM)  
Quality Management (QM)

Specialist Libraries:  
It is acknowledged that this map has been based on the structure and competencies as identified by NLB and NUS Library. In the case of specialist libraries, the limited staffing level of each library is likely to require that individual members of staff assume responsibilities across job levels and across occupational titles. It is likely therefore that the competencies in the case of specialist libraries will be "broader" although perhaps not as "deep" in some areas. This is not unusual when dealing with a range of size of companies, and the situation occurs in other parts of the sector. However, the Libraries competency map as it stands allows employers and employees in specialist libraries to select those competencies most relevant from a wide range of units and skill levels.