



INFORMATION RESOURCES MANAGEMENT SPECIALISTS

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Chart *of* Competencies



Cultural
Human Resources
Council

Conseil
des ressources humaines
du secteur culturel

This Chart of competencies should be used in conjunction with the **Information Resources Management Specialists' competency analysis tool kit** designed by workers in libraries, archives and records management. The kit includes a CD-rom which demonstrates how to use the competency profile and links directly to on-line modules.

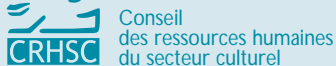
It can be used by individuals to evaluate their own skills and to determine areas where they should pursue additional training. On an institutional level, this material can be applied in defining job profiles, developing competency-based professional development programs, negotiating and customizing training programs from external sources, developing career planning programs, recruitment profiles and individual position descriptions. On a broader scale, the competency profile can be used to increase understanding of the roles information professionals play, especially in organizations whose core business is not information resources management.

The tool kit was developed by IRM Specialists in archives, libraries and records management (formerly ALARM) in partnership with the Cultural Human Resources Development Council with the generous support of Human Resources Development Canada. It presents the combined competencies that make up the work of professionals and technicians in information resources management occupations. The Information Resources Management Specialists' tool kit is available from the Cultural Human Resources Council at info@culturalhrc.ca.

Main Elements of the Chart:

- A series of General Areas of Competence (GACs) (major responsibilities or skills of a particular occupation, in this case, Information Resources Management Specialist).
- There are two types of GACs:
Sections A to G: **Professional Competencies**
Sections H to J: **General Competencies**.
- The GACs are further broken down into **Tasks**.

The Competency Profile provides **Sub-tasks** as well as **Performance Indicators**, highlighting **Important Actions**, and a range of **Personal, Interpersonal and Business Skills**.



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Rating Scale:

- 1 Is expected to perform some part of this task/skill but may require assistance and/or direction to perform the entire task/skill.
- 2 Is expected to perform this task/skill but may require periodic assistance and/or direction.
- 3 Is expected to perform this task/skill without assistance or direction.

INFORMATION RESOURCES MANAGEMENT SPECIALISTS' COMPETENCY ANALYSIS TOOL KIT ARCHIVES, LIBRARIES AND RECORDS MANAGEMENT

An information resources management specialist

Professional Competencies (A – G)

Self-evaluation
Supervisor
Other

A. Create/Maintain Program Services

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A1. Plan programs/services |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A2. Evaluate programs/services |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A3. Promote/market programs/services |

B. Acquire/Dispose of Information Resources

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | B1. Select information resources |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | B2. Acquire information resources |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | B3. Receive/capture information resources |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | B4. Conduct inventories |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | B5. Develop records retention schedule |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | B6. Implement records retention schedule |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | B7. Deselect information resources |

C. Implement A Framework For Access to Information Resources

- | | | | |
|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | C1. Create classification schemes |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | C2. Apply classification schemes |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | C3. Evaluate classification schemes |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | C4. Create/derive descriptive records/metadata |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | C5. Create information retrieval systems |

D. Provide Reference/Research/Advisory Services

- | | | | |
|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | D1. Respond to reference needs |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | D2. Respond to research needs |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | D3. Respond to advisory requests, including access to information/privacy issues |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | D4. Prepare/disseminate information tools |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | D5. Prepare/disseminate research documents |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | D6. Provide current awareness service |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | D7. Provide user instruction |

MANAGEMENT SPECIALISTS IN RECORDS MANAGEMENT

must be able to:

Self-evaluation
Supervisor
Other

E. Provide Access and Support Services

- | | | | |
|--------------------------|--------------------------|--------------------------|------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | E1. Register users |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | E2. Provide user orientation |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | E3. Retrieve/refile items |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | E4. Borrow/lend items |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | E5. Provide replication services |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | E6. Provide special needs services |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | E7. Provide community programs |

F. Provide Electronic Services

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | F1. Develop user interface |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | F2. Develop Websites |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | F3. Acquire/develop software |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | F4. Develop databases |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | F5. Undertake imaging/digitizing activities |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | F6. Develop electronic networks |

G. Store/Protect Information Resources

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | G1. Provide disaster planning |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | G2. Provide conservation solutions |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | G3. Provide preservation solutions |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | G4. Provide security |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | G5. Determine information insurance coverage levels |

General Competencies (H – J)

Self-evaluation
Supervisor
Other

H. Demonstrate Business/Management Skills

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | H1. Demonstrate strategic thinking |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | H2. Demonstrate planning skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | H3. Demonstrate financial management skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | H4. Demonstrate organizational skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | H5. Demonstrate people management skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | H6. Demonstrate problem-solving skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | H7. Demonstrate decision-making skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | H8. Demonstrate project management skills |

I. Demonstrate Interpersonal Skills

- | | | | |
|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | I1. Manage user/customer expectations |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | I2. Demonstrate oral communication skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | I3. Demonstrate written communication skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | I4. Demonstrate leadership |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | I5. Demonstrate negotiation skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | I6. Demonstrate interviewing skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | I7. Demonstrate teamwork skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | I8. Demonstrate training/coaching skills |

J. Demonstrate Personal Skills

- | | | | |
|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | J1. Demonstrate conceptual skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | J2. Demonstrate analytical skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | J3. Demonstrate thoroughness and attention to detail |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | J4. Demonstrate time-management skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | J5. Demonstrate innovation skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | J6. Demonstrate awareness of corporate culture |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | J7. Demonstrate computer skills |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | J8. Manage one's own professional development and growth |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | J9. Demonstrate integrity |

Indicate the ratings : **1 2 3**
(see left side bar for Rating Scale details)