

## **LOC Employee Core Competencies Self-Assessment Tool**

This questionnaire lists the core competencies you are expected to demonstrate in your position as an employee at the Library of Congress.

Following the instructions given, rate your own performance in each competency. Your score will not be recorded or used by the Library for any purpose other than to give you the opportunity to identify areas in which you may wish to further develop your core competency skills. It is recommended that you complete this assessment, print it, and keep it as a reference tool for yourself.

The [LOC Core Competencies Training Catalog](#) (available on the [Center for Learning and Development website](#)) provides free courses, videos, book summaries, and other learning resources that may help you further explore or develop your proficiencies in each competency.

You may wish to update your Individual Development Plan (IDP) or your training/development goals with the recommended learning resources as well.

The LOC Employee core competencies\* are:

1. Library of Congress (LOC) Institutional Awareness
2. Information Technology (IT) Skills
3. Customer Service
4. Communication
5. Work Management
6. Performance Management
7. Inclusiveness
8. Teamwork/Collaboration
9. Problem Solving
10. Adaptability
11. Professional Development

\*Note: This sequence does not imply order of importance.

**Competency #1: Library of Congress (LOC) Institutional Awareness**

**In general, I would rate my performance in this area as:**  
*(check the appropriate score)*

<i>Action</i>	Poor	Adequate but could be better	Good	Excellent	Score
I understand how my work responsibilities support the Library's mission to serve Congress and the public.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I can describe how my work responsibilities support one or more of the major goals of the Library's current Strategic Plan.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I can identify the Library's seven Service Units and describe the main purpose and key functions of each.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I can describe several of the major programs or important initiatives that are happening at the Library outside of my own area of work.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I can tell the story of how the Library was created over 200 years ago and why Thomas Jefferson is important to the Library's history and collections.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I can identify several of the Library's important collections and treasures.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I comply with all Library regulations and applicable laws, regulations, and policies governing Federal employment.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I understand the responsibilities inherent in being a U.S. government employee serving the public.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I use good judgment and follow the proper procedures for maintaining physical safety and security in the Library environment.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
	<b>Total score :</b>				

If your total score is less than **27**, or if you scored less than “3” on one or more actions, it is recommended that you improve your skills and/or awareness of your responsibilities in this competency.

[Click here for a catalog of developmental resources on LOC Institutional Awareness.](#)

**Competency #2: Information Technology (IT) Skills**

**In general, I would rate my performance in this area as:**  
*(check the appropriate score)*

<i>Action</i>	Poor	Adequate but could be better	Good	Excellent	<b>Score</b>
I am adept at using a computer to perform basic tasks for my assigned work.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I am comfortable using the basic features of standard Library desktop applications, including Windows and MS Office.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I use the online resources the Library has made available to me to find information or increase my knowledge (e.g., LOC Staff Intranet, Library of Congress website, LOC SkillPort, collections catalogs).	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I integrate good computer security awareness practices into my work. I protect the Library's information and computers from security breaches and I know what to do if I detect a threat to the security of our data.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
	<b>Total score :</b>				

If your total score is less than **12**, or if you scored less than “3” on one or more actions, it is recommended that you improve your skills and/or awareness of your responsibilities in this competency.

[Click here for a catalog of developmental resources on IT Skills.](#)

**Competency #3: Customer Service**

Note: "Customer" means internal or external customer. Internal customers are Library employees who request service from other Library employees. External customers are people or organizations outside the Library who are served by the Library (e.g., Congress, researchers, visitors, institutions, etc.).

**In general, I would rate my performance in this area as:**  
(check the appropriate score)

<i>Action</i>	Poor	Adequate but could be better	Good	Excellent	Score
I treat internal customers with as much attention and respect as I give to external customers.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I am approachable and courteous when a customer requests assistance.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I listen attentively and am responsive to all customer requests.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I take the initiative to assist customers who need help. If I am unable to resolve a customer's need directly, I provide contact information of someone who can help and I follow up to ensure that the customer's issue was resolved.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I give good advice that will best serve both the customer and the Library.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I always maintain a professional, helpful attitude even when customers are demanding or difficult.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I work to make all customers feel welcome in the Library of Congress community and I always promote a positive image of the Library to customers.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I seek to learn how to best serve external customers of the Library or support those who do.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I foster among my co-workers a sense of pride and purpose in the service we provide.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
	<b>Total score :</b>				

If your total score is less than **27**, or if you scored less than "3" on one or more actions, it is recommended that you improve your skills and/or awareness of your responsibilities in this competency.

[Click here for a catalog of developmental resources on Customer Service.](#)

**Competency #4: Communication**

In general, I would rate my performance in this area as:  
*(check the appropriate score)*

<i>Action</i>	Poor	Adequate but could be better	Good	Excellent	Score
I take the initiative to communicate important information to everyone who needs to know it in a timely manner.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I take the initiative to talk to my supervisor when I need information from or need to share information with him/her.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I model and encourage constructive dialogue that seeks solutions and improvements.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I tailor my communication to the audience. I strive to understand how the person/people I am communicating with will interpret my message, taking into account that communication styles and comprehension levels differ.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I listen and seek to understand the message being communicated, asking questions to clarify anything I don't understand.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I write using proper English grammar, sentence structure, punctuation, and spelling.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
My writing is concise, clear, persuasive, and well-organized, and I make it easy for the intended audience to understand my message.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
My oral presentations are concise, clear, persuasive, and well-organized, and I make it easy for the intended audience to understand my message.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I apply good judgment and proper etiquette when I write and send email.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I use language appropriate for a professional environment in my oral and written communication.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
	<b>Total score :</b>				

If your total score is less than **30**, or if you scored less than “3” on one or more actions, it is recommended that you improve your skills and/or awareness of your responsibilities in this competency.

[Click here for a catalog of developmental resources on Communication.](#)

**Competency # 5: Work Management**

**In general, I would rate my performance in this area as:**  
*(check the appropriate score)*

<i>Action</i>	Poor	Adequate but could be better	Good	Excellent	Score
I understand how my work helps my Service Unit achieve its mission and program goals, and I actively contribute to achieving those goals.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I take the initiative to understand what needs to be done, and I follow through with doing it.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I plan, organize, and schedule my work effectively so that I help my work unit achieve its target goals. I evaluate and make adjustments in my work to ensure that it is meeting my unit's goals.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I work constructively with my supervisor and co-workers to resolve issues that get in the way of completing work assignments.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I work efficiently and complete my assignments on time.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I hold myself accountable for producing the results I am expected to produce.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I contribute to identifying inefficiencies and areas where our work processes can be improved.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I protect the confidentiality and privacy of any sensitive information I use in my work.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
	<b>Total score :</b>				

If your total score is less than **24**, or if you scored less than “3” on one or more actions, it is recommended that you improve your skills and/or awareness of your responsibilities in this competency.

[Click here for a catalog of developmental resources on Work Management.](#)

**Competency # 6: Performance Management**

**In general, I would rate my performance in this area as:**  
*(check the appropriate score)*

<i>Action</i>	Poor	Adequate but could be better	Good	Excellent	Score
I am aware of my work unit's annual performance goals and how I am expected to contribute to them.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I work with my supervisor on my annual Performance Plan (or Written Statement of Performance Requirements) by providing input on my performance goals and ensuring that I understand my performance requirements.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I refer to my Performance Plan regularly to make sure I am fulfilling my assignment goals and consistently meeting the expectations described in my performance requirements.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I encourage my supervisor to give me feedback on how well I am meeting expectations and I use his/her feedback to improve or enhance my job performance.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I hold myself accountable for accomplishing the performance goals and meeting the performance requirements in my Performance Plan during the appraisal period.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I document my performance accomplishments and the results I achieve during the appraisal period	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I use my performance appraisal to help identify opportunities for professional growth and, if feasible, add them to my Individual Development Plan (IDP).	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
I follow through on implementing the initiatives in my IDP.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	
	<b>Total score :</b>				

If your total score is less than **24**, or if you scored less than “3” on one or more actions, it is recommended that you improve your skills and/or awareness of your responsibilities in this competency.

[Click here for a catalog of developmental resources on Performance Management.](#)

**Competency #7: Inclusiveness**

In general, I would rate my performance in this area as:  
*(check the appropriate score)*

<i>Action</i>	Poor	Adequate but could be better	Good	Excellent	Score
My co-workers would describe me as someone who accepts and respects differences in the perspectives of others.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
My co-workers would describe me as someone who gives careful consideration to the validity of opinions that differ from mine.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I contribute positively to a workplace that is respectful and inclusive of all employees, regardless of differences in backgrounds, values or opinions.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I treat all Library colleagues as equals in the workplace, regardless of cultural, generational, physical, or other differences.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I am aware of and comply with the Library's equal opportunity and anti-discrimination regulations, policies, and guidelines.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
	<b>Total score :</b>				

If your total score is less than **15**, or if you scored less than “3” on one or more actions, it is recommended that you improve your skills and/or awareness of your responsibilities in this competency.

[Click here for a catalog of developmental resources on Inclusiveness.](#)

**Competency # 8: Teamwork/Collaboration**

**In general, I would rate my performance in this area as:**  
*(check the appropriate score)*

<i>Action</i>	Poor	Adequate but could be better	Good	Excellent	<b>Score</b>
I willingly share my knowledge, skills, guidance, and resources with others on my work team, to help us meet our goals.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I work collaboratively with my work team colleagues and other LOC staff members to help us all achieve the Library's goals.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I am helpful to co-workers and managers alike when help is needed, regardless of our differences in position or grade level.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I maintain a professional outlook and demeanor in the workplace, regardless of any non-work related connections I have to other employees.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
My co-workers think of me as someone who contributes to making our work environment positive and productive.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I am receptive to and respond productively to constructive feedback from my colleagues.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I maintain a courteous, respectful manner that helps our team dynamics function smoothly.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I am receptive to different viewpoints from my colleagues, and I find a way to use them to strengthen our product.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
	<b>Total score :</b>				

If your total score is less than **24**, or if you scored less than “3” on one or more actions, it is recommended that you improve your skills and/or awareness of your responsibilities in this competency.

[Click here for a catalog of developmental resources on Teamwork/Collaboration.](#)

**Competency #9: Problem Solving**

**In general, I would rate my performance in this area as:**  
*(check the appropriate score)*

<i>Action</i>	Poor	Adequate but could be better	Good	Excellent	<b>Score</b>
I define the problem carefully before I look for the solution.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I collect, analyze, and synthesize relevant information to define the problem.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I examine the problem from different angles to determine its true cause.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I break the problem down into a series of tasks and prioritize which tasks to do first.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I consider alternative solutions before determining the best solution.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I work collaboratively with others to find appropriate solutions to problems.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I use my experience to solve new problems, leveraging what I already know or have done to successfully solve similar problems.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
After solving a problem, I evaluate what worked well and what could have led to a better outcome so that I can apply that knowledge to future problems.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
	<b>Total score :</b>				

If your total score is less than **24**, or if you scored less than “3” on one or more actions, it is recommended that you improve your skills and/or awareness of your responsibilities in this competency.

[Click here for a catalog of developmental resources on Problem Solving.](#)

**Competency #10: Adaptability**

In general, I would rate my performance in this area as:  
*(check the appropriate score)*

<i>Action</i>	Poor	Adequate but could be better	Good	Excellent	Score
I adapt to necessary changes in priorities, work assignments, or workflow processes and remain productive when changes occur.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I am resourceful and remain productive when changes in our work environment, technology, or organizational structure occur.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I respond positively to new approaches to accomplish my work so that I remain effective as changes in customer expectations and the digital environment occur.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I recognize and share with my supervisor opportunities we can leverage to serve Library needs using best practices from other institutions and agencies.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I manage stress related to my work or work environment effectively.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
	<b>Total score :</b>				

If your total score is less than **15**, or if you scored less than “3” on one or more actions, it is recommended that you improve your skills and/or awareness of your responsibilities in this competency.

[Click here for a catalog of developmental resources on Adaptability.](#)

## Competency #11: Professional Development

In general, I would rate my performance in this area as:  
(check the appropriate score)

<i>Action</i>	Poor	Adequate but could be better	Good	Excellent	Score
I make it a point to learn new skills and information that I could apply to my Library work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I keep up with best practices in my field or work and do my best to apply them appropriately to my Library work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I work with my supervisor to identify opportunities to develop my technical and professional skills and integrate them into my IDP.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I actively use new knowledge or skills I gain to improve my work products.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I conscientiously strive for best results by improving on my previous work and integrating lessons learned.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
I take advantage of the free courses, books, videos, podcasts and other offerings in LOC SkillPort to increase my professional knowledge and skills.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
	<b>Total score :</b>				

If your total score is less than **18**, or if you scored less than “3” on one or more actions, it is recommended that you improve your skills and/or awareness of your responsibilities in this competency.

[Click here for a catalog of developmental resources on Professional Development.](#)