

General Technology Competencies for Circulation Staff (\* Items in Red are new for this year)

Hardware

Competencies	Demonstrable Skills/Knowledge	Training
<ul style="list-style-type: none"> <li>Understand the basic hardware and common peripheral components of a computer</li> <li>Understand the connections for all components</li> </ul>	<ul style="list-style-type: none"> <li>Identify and use the monitor, mouse and keyboard</li> <li>Identify and use the CD and/or DVD drives and USB ports.</li> <li>Use speakers, headphones and a microphone.</li> <li>Identify a printer and a scanner.</li> <li>Know which port or socket to use for each component and how to verify the cables are properly connected.</li> <li>Identify the network connection (wired or wireless) and determine if it is properly connected.</li> <li>Provide basic assistance to patrons attempting to use the wireless network.</li> </ul>	<p>Staff member's responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>EPL Technology Libguide</li> <li>Computer Basics 101 (Universal Class)</li> <li>Website: 100 Useful, Free Web Tools for Lifelong Learners <a href="http://www.advantageedu.com/blog/2008/100-useful-free-web-tools-for-lifelong-learners/">(http://www.advantageedu.com/blog/2008/100-useful-free-web-tools-for-lifelong-learners/)</a></li> </ul>
<ul style="list-style-type: none"> <li>Understand the start-up and power-down procedures for the public computers</li> <li>Understand how to reboot</li> </ul>	<ul style="list-style-type: none"> <li>Properly start up and log in to a computer that is currently powered down.</li> <li>Know how to determine if a computer and associated peripherals are plugged in and powered on.</li> <li>Follow the standard procedure for powering down a computer.</li> <li>Know the difference between a hard (cold) reboot versus a soft (warm) reboot. Know when it is appropriate and how to perform each.</li> </ul>	<p>Staff member's responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>EPL Technology Libguide</li> <li>Computer Basics 101 (Universal Class)</li> </ul>
<ul style="list-style-type: none"> <li>Understand the options for removable storage devices available to patrons</li> </ul>	<ul style="list-style-type: none"> <li>Recognize different types of removable storage devices (USB flash drive, CD-R or CD-RW disk, DVD-R or DVD-RW disk, USB external disk drive).</li> <li>Know the storage capacity and limitations of each.</li> <li>Know which devices are supported by public access computers.</li> <li>Identify which drives are mapped to external storage devices and be able to assist a patron in making use of each</li> </ul>	<p>Staff member's responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>EPL Technology Libguide</li> </ul>

	device.	
<ul style="list-style-type: none"> <li>• Know how to obtain further technical support</li> </ul>	<ul style="list-style-type: none"> <li>• Know whom to contact to further troubleshoot a problem with computers.</li> <li>• Know where to find contact information.</li> <li>• Be able to describe the problem and report steps already taken to address it.</li> </ul>	<p>Staff member's responsibility</p> <ul style="list-style-type: none"> <li>• EPL Technology Libguide</li> <li>• Ephrata Public Library Staff Competencies Libguide (23 Things)</li> </ul>
<ul style="list-style-type: none"> <li>• Know how to perform basic tasks on library devices. These include the Kindle, Kindle Fire and Roku.</li> </ul>	<ul style="list-style-type: none"> <li>• Know how to power on the device.</li> <li>• Know how to navigate and access content on the device.</li> </ul>	<ul style="list-style-type: none"> <li>• View instructional videos available on the staff wiki</li> <li>• Staff needs to request assistance from a manager if they don't know how to do these tasks.</li> </ul>

## Operating System & File Management

Competencies	Demonstrable Skills/Knowledge	Training
<ul style="list-style-type: none"> <li>• Understand the desktop and its icons</li> <li>• Understand the Windows Start menu</li> </ul>	<ul style="list-style-type: none"> <li>* Launch a program from the Start menu.</li> <li>• Create shortcuts for a file, folder or program on the desktop.</li> <li>• Organize the files saved to the desktop.</li> <li>• Empty the Recycle Bin and understand the reason for doing this. Be able to recover files and folders from the Recycle Bin.</li> <li>• Use operating system functions to adjust speaker volume or mute speaker sound.</li> <li>• Know the patron log-in procedure and time limits for public use .</li> </ul>	<p>Staff member's responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• EPL Technology Libguide</li> <li>• Windows 7 (Universal Class)</li> <li>• Windows 7 instructional DVDs in library collection</li> <li>• Windows 7 instructional books in library collection</li> <li>• Staff Inservice</li> </ul>
<ul style="list-style-type: none"> <li>• Understand how to manage files and folders</li> <li>• Understand the use of common file management tools in Microsoft Windows</li> </ul>	<ul style="list-style-type: none"> <li>• Know the difference between programs, files and folders.</li> <li>• Perform basic file and folder functions, including how to open, close, delete and rename, as well as copy, cut and paste (or drag and drop) files and folders.</li> <li>• Find folders and files in My Computer or Windows Explorer.</li> <li>• Be aware of the different views of files and folders in My Computer or Windows Explorer.</li> <li>• Recognize common file name extensions and their associated applications or application types.</li> <li>• Know the patron's options for saving files both temporarily and permanently.</li> <li>• Be familiar with the restrictions of the public access computing security and know which files get deleted at the end of a patron session.</li> </ul>	<p>Staff member's responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• EPL Technology Libguide</li> <li>• Windows 7 (Universal Class)</li> <li>• Windows 7 instructional DVDs in library collection</li> <li>• Windows 7 instructional books in library collection</li> <li>• Staff Inservice</li> </ul>
<ul style="list-style-type: none"> <li>• Understand profiles and user management</li> </ul>	<ul style="list-style-type: none"> <li>• Know how to use Cybrarian to manage computing time and reservation management.</li> </ul>	<p>Staff member's responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• EPL Technology Libguide</li> </ul>

## Security

Competencies	Demonstrable Skills/Knowledge	Training
<ul style="list-style-type: none"> <li>• Demonstrate an understanding of security-conscious computer use</li> </ul>	<ul style="list-style-type: none"> <li>• Be able to explain the difference between a username and password.</li> <li>• Know how to create a secure password.</li> <li>• Recognize suspicious email attachments and instant messages and advise a patron how to handle them.</li> <li>• Recognize “phishing” scams that request personal information and advise a patron on how to handle them.</li> <li>• Explain why use of an email client (Outlook, Outlook Express, etc.) is a security risk on public computers and why Web-based email is recommended in the public access computer environment.</li> </ul>	<p>Staff member’s responsibility</p> <p><b>Additional Resources:</b></p> <ul style="list-style-type: none"> <li>• Virus, Spyware, and Malware Protection 101 (Universal Class)</li> <li>• Virus Removal and Protection 101 (Universal Class)</li> </ul>
<ul style="list-style-type: none"> <li>• Understand the effects of public access computing security on user privacy</li> </ul>	<ul style="list-style-type: none"> <li>• Know how the public access security set-up retains records in the form of cookies, internet history or saved files between user sessions.</li> <li>• Know how to remove saved records upon patron request and if it is even possible.</li> <li>• Inform patrons of their options for saving files created in a user session.</li> </ul>	<p>Staff member’s responsibility</p> <p><b>Additional Resources:</b></p> <ul style="list-style-type: none"> <li>• EPL Technology Libguide</li> </ul>

### Software Applications

Competencies	Demonstrable Skills/Knowledge	Training
<ul style="list-style-type: none"> <li>• Understand the difference between operating system software and application software</li> <li>• Understand functions common to most applications</li> </ul>	<ul style="list-style-type: none"> <li>• Identify some broad categories of different types of software applications (word processors, web browsers, spreadsheets, databases, email programs, etc.) and determine which are best suited to a patron’s needs.</li> <li>• Be familiar with various software applications that are available for patron use on the library’s public computers and know the common uses of each.</li> <li>• Maximize, minimize, reposition and close program windows.</li> <li>• Use horizontal and vertical scrollbars.</li> <li>• Identify and use the menu bar and menus to access commonly used application functions.</li> <li>• Be aware of the ability to have multiple applications open at one time. Be able to toggle between open applications.</li> <li>• Identify a toolbar within an application and understand the function of common icons on the toolbar.</li> <li>• Cut, copy and paste information within or between open programs. Know how to use Windows clipboard in association with these operations.</li> <li>• Know the difference between the “save” and “save as” functions within Windows programs.</li> <li>• List some of the common keyboard shortcuts used with Windows programs that would be most useful for accessibility (cut, copy, paste, find, print, etc.)</li> </ul>	<p>Staff member’s responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• EPL Technology Libguide</li> <li>• Computer Basics 101 (Universal Class)</li> <li>• Windows 7 (Universal Class)</li> </ul>
<ul style="list-style-type: none"> <li>• Understand basic procedures to address application software problems</li> </ul>	<ul style="list-style-type: none"> <li>• Be able to force a shutdown of applications.</li> <li>• Use the Windows Task Manager to end processes.</li> <li>• Use the Help menu within an open application.</li> </ul>	<p>Staff member’s responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• EPL Technology Libguide</li> <li>• Windows 7 (Universal Class)</li> </ul>

<ul style="list-style-type: none"> <li>• Assist patrons in the use of software applications</li> </ul>	<ul style="list-style-type: none"> <li>• Know what applications tutorials are available for patrons' self-paced learning.</li> <li>• Assist patrons with Microsoft Word or other word processing applications, including how to compose a letter or a resume and to insert images.</li> <li>• Assist patrons with Microsoft Excel.</li> <li>• Assist patrons with Microsoft PowerPoint.</li> <li>• Assist patrons in using the Help menu in an application.</li> <li>• Know how to copy files from a removable storage device.</li> <li>• Provide on-the-spot coaching to patrons on basic software application skills (see Patron Training section).</li> </ul>	<p>Staff member's responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• Windows 7 (Universal Class)</li> <li>• Video: "Introduction to Microsoft Word 2010 – Windows 7 Edition"</li> <li>• Video: "Introduction to Microsoft Office Excel 2010 – Windows 7 Edition"</li> <li>• Video: "Introduction to Microsoft Office PowerPoint 2010 – Windows 7 Edition"</li> </ul>
<ul style="list-style-type: none"> <li>• Identify resources available to patrons for instruction and training on software applications</li> <li>• Refresh little-used application skills</li> </ul>	<ul style="list-style-type: none"> <li>• Know what books or other application-training materials are in the library's collection</li> <li>• Know where to find quick guides or tutorials, either online or print.</li> <li>• Be familiar with the library's computer class offerings and schedules.</li> <li>• Know where to find resources for learning new application skills.</li> <li>• Establish a technique for brushing up on a skill that has not been used for a period of time.</li> </ul>	<p>Staff member's responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• Ephrata Public Library Staff Competencies Libguide (23 Things)</li> </ul>

## Internet

Competencies	Demonstrable Skills/Knowledge	Training
<ul style="list-style-type: none"> <li>• Understand the internet and the World Wide Web</li> <li>• Understand how to work with uniform resource locators (URLs)</li> </ul>	<ul style="list-style-type: none"> <li>• Be familiar with the history and development of the World Wide Web.</li> <li>• Explain the basic structure of web sites and web pages.</li> <li>• Know what browsers are available on the public computers and how to use them to access the internet.</li> <li>• Identify different parts of a URL.</li> <li>• Input a URL into a web browser to visit a site for which you have an address.</li> <li>• Know how to copy and paste a URL from an electronic document into a web browser's address bar, or vice versa.</li> <li>• Be able to print only the desired information from a web site.</li> <li>• Identify the hypertext link (URL) embedded within a web page and, where possible, be able to identify the home web site within the hyperlink text before clicking and following the link.</li> <li>• Open a hypertext link in a new window or a new tab.</li> </ul>	<p>Staff member's responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• EPL Technology Libguide</li> <li>• Internet Fundamentals 101 (Universal Class)</li> <li>• Internet Specialist 101 (Universal Class)</li> </ul>
<ul style="list-style-type: none"> <li>• Understand common security protocols related to internet use</li> </ul>	<ul style="list-style-type: none"> <li>• Know the purpose of antivirus and antispam software.</li> <li>• Know what pop-up and pop-under windows are.</li> <li>• List some types of activities that are best performed on secure sites. Determine whether a particular web page or site is secure.</li> </ul>	<p>Staff member's responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• EPL Technology Libguide</li> <li>• Internet Fundamentals 101 (Universal Class)</li> <li>• Internet Specialist 101 (Universal Class)</li> </ul>
<ul style="list-style-type: none"> <li>• Understand basic navigation functions of a web browser</li> <li>• Understand browser plug-ins and downloadable files</li> </ul>	<ul style="list-style-type: none"> <li>• Use Back, Forward, Stop, Refresh and Home, as well as History. Be able to scroll through a page.</li> <li>• Change the text size on a web page.</li> <li>• Download and save files from the internet, including image, audio and video.</li> <li>• Assist a patron in saving "bookmarks" or "favorites."</li> <li>• Download ebooks and eAudiobooks.</li> <li>• Know how to use online forms.</li> <li>• Identify some plug-in applications that are common to web browsers.</li> </ul>	<p>Staff member's responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• EPL Technology Libguide</li> <li>• Internet Fundamentals 101 (Universal Class)</li> <li>• Internet Specialist 101 (Universal Class)</li> </ul>
<ul style="list-style-type: none"> <li>• Understand web-based email programs</li> </ul>	<ul style="list-style-type: none"> <li>• Identify some of the most popular web-based email programs that may be used by library patrons (Hotmail, Yahoo, Gmail, etc.)</li> <li>• Help a patron sign up for and start using a web-based email account with</li> </ul>	<p>Staff member's responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• Ephrata Public Library Staff Competencies Libguide (23 Things)</li> </ul>

	<p>one of the programs available.</p> <ul style="list-style-type: none"> <li>• Help patrons attach, send and save file attachments in web-based email.</li> <li>• Help patrons manage contacts and the address book in an email program.</li> <li>• Help patrons identify spam and phishing email messages and how to deal with them.</li> </ul>	
<ul style="list-style-type: none"> <li>• Assist library patrons in locating internet resources.</li> <li>• Understand web search engines and how to conduct a basic search for information</li> </ul>	<ul style="list-style-type: none"> <li>• Explain the difference between web search engines, web subject directories and library subscription databases.</li> <li>• Be aware of the concept of the “deep web” or “invisible web” and what information will not be retrieved through popular search engines.</li> <li>• Navigate to popular web directories.</li> <li>• List and use some popular search engines.</li> <li>• Conduct an image search on the internet.</li> <li>• Be familiar with online photo editing tools.</li> <li>• Use a web browser’s find function to search for text strings within a web page.</li> <li>• Be familiar with a variety of strategies for searching the internet, including keyword or phrase searching, the use of Boolean operators and advanced search functionality.</li> </ul>	<p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• Ephrata Public Library Staff Competencies Libguide (23 Things)</li> <li>• UC Berkeley – “Finding Information on the Internet: A Tutorial”  <a href="http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/FindInfo.html">http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/FindInfo.html</a></li> <li>• Basic Research Skills (Universal Class)</li> </ul> <p>Website: 50 Awesome Search Engines Every Librarian Should Know About  <a href="http://www.bestcollegesonline.com/blog/2008/07/22/50-awesome-search-engines-every-librarian-should-know-about/">http://www.bestcollegesonline.com/blog/2008/07/22/50-awesome-search-engines-every-librarian-should-know-about/</a></p>



### Printing

Competencies	Demonstrable Skills/Knowledge	Training
<ul style="list-style-type: none"> <li>• Understand how to print from common applications and devices</li> </ul>	<ul style="list-style-type: none"> <li>• Use page set-up and print preview.</li> <li>• Print and save web pages and/or portions of the content on a page, including images.</li> <li>• Help a patron to print digital images from a flash drive.</li> </ul>	<p>Staff member's responsibility</p> <ul style="list-style-type: none"> <li>• EPL Technology Competency Libguide</li> </ul>

### Policy

Competencies	Demonstrable Skills/Knowledge	Training
<ul style="list-style-type: none"> <li>• Understand the library's policies for patron use of public computers</li> <li>• Understand logging of user data and how that data is used</li> </ul>	<ul style="list-style-type: none"> <li>• Know what data is logged by the library, including patron usage sessions, library website visits and other sources.</li> <li>• Be broadly familiar with the basics of copyright restrictions and violations and know how to determine whether or not a given web page/site is copyrighted, as well as the specific copyright terms. Be able to apply this knowledge to patron printing of web pages and documents found on the web.</li> <li>• Identify any written library policies dealing with computer and network security, including a computer security policy, an internet usage policy, and a CIPA and filtering policy.</li> <li>• Be aware of the relevance to libraries of the Children's Internet Protection Act (CIPA). Know whether or not filtering software is used on public access machines in the library and how/when it may be turned off.</li> </ul>	<p>Staff member's responsibility</p> <ul style="list-style-type: none"> <li>• EPL Technology Competency Libguide</li> </ul>

### Staying On Top Of Emerging Technology

Competencies	Demonstrable Skills/Knowledge	Training
<ul style="list-style-type: none"> <li>• Understand the resources and strategies for keeping up with new technologies</li> </ul>	<ul style="list-style-type: none"> <li>• Be aware of the importance of lifelong learning for all levels of library work.</li> <li>• Locate information sources to stay informed of new technologies and programs becoming available or being used by patrons, including email lists, journals and blogs.</li> <li>• Know what is meant by “Web 2.0” and “Library 2.0.”</li> <li>• Know about IM, social networking sites (Facebook, Twitter, Foursquare, etc.), social bookmarking, photo-sharing (Flickr, ShutterFly), music-sharing (Last.fm, Pandora, iTunes) and video-sharing (YouTube).</li> <li>• Locate and read blogs and podcasts. Know what is meant by an RSS feed and how to subscribe.</li> <li>• Be familiar with online collaboration tools, like GoogleDocs and wikis.</li> <li>• Know how to locate and use tutorials, webcasts and other online opportunities to learn.</li> </ul>	<p>Staff member’s responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• Ephrata Public Library Staff Competencies Libguide (23 Things)</li> </ul>

### EPL-Specific Tools

Competencies	Demonstrable Skills/Knowledge	Training
<ul style="list-style-type: none"> <li>• Understand and be able to explain online tools available through the Ephrata Public Library and Library System of Lancaster County</li> </ul>	<ul style="list-style-type: none"> <li>• Be familiar with the library’s presence on social networking sites.</li> <li>• Be familiar with Engaged Patrons and be able to register for and cancel registration for programs.</li> <li>• Know how to sign-up and log on to Universal Class.</li> <li>• Know the procedures to sign-up and log on to OneClick.</li> <li>• Know how to use Calcium Calendar.</li> <li>• Know how to use the OPAC and how to use “My Account.”</li> <li>• Know the resources available on EPL’s website.</li> <li>• Know how to access Tumblebooks.</li> <li>• Know the features of Tutor.com and how to log in to a session.</li> <li>• Know the databases available on POWER Library and be able to log in and use them.</li> <li>• Know how to instruct patrons to make online donations to the library.</li> <li>• Know how to instruct patrons to sign up for the monthly eNewsletter.</li> <li>• Be familiar with the resources available on Virtual Ephrata.</li> <li>• Know the options and features of the library Online Book Club.</li> <li>• Know how to use the Access Pennsylvania Database.</li> <li>• Know the features of Learning Express Library.</li> <li>• Be familiar with OverDrive and how to search the website, check out an ebook and place an ebook on hold.</li> <li>• Be familiar with Zinio</li> <li>• Know how to find and download apps that may be relevant (OneClick, Zinio, Tumblebooks, etc.)</li> </ul>	<p>Staff member’s responsibility</p> <p><b>Additional resources:</b></p> <ul style="list-style-type: none"> <li>• Ephrata Public Library Staff Competencies Libguide (23 Things)</li> </ul>

<ul style="list-style-type: none"><li>• Understand internal websites needed for employees</li></ul>	<ul style="list-style-type: none"><li>• Know how to log into and post information to the library's internal wiki.</li><li>• Know how to log into and retrieve information from LSLC's "Lilly."</li><li>• Know how to clock in and out using OnTheClock.com.</li><li>• Know how to check your library email.</li></ul>	<ul style="list-style-type: none"><li>• 23 Things Ephrata</li></ul>
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