

General Technology Competencies for Circulation Staff (* Items in Red are new for 2013/2014)

Hardware

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

	device.	
<ul style="list-style-type: none"> • Know how to obtain further technical support 	<ul style="list-style-type: none"> • Know whom to contact to further troubleshoot a problem with computers. • Know where to find contact information. • Be able to describe the problem and report steps already taken to address it. 	<p>Staff member's responsibility</p> <ul style="list-style-type: none"> • EPL Technology Libguide • Ephrata Public Library Staff Competencies Libguide (23 Things)
<ul style="list-style-type: none"> • Know how to perform basic tasks on library devices. These include the Kindle, Kindle Fire and Roku. 	<ul style="list-style-type: none"> • Know how to power on the device. • Know how to navigate and access content on the device. • Be able to connect all devices to library's wireless network (if applicable) • Familiarity with loan rules and policies for each device 	<p>Staff member's responsibility</p> <ul style="list-style-type: none"> • EPL Technology Libguide

Operating System & File Management

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

Security

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

Software Applications

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

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

Internet

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

<p>email programs</p>	<p>be used by library patrons (Hotmail, Yahoo, Gmail, etc.)</p> <ul style="list-style-type: none"> • Help a patron sign up for and start using a web-based email account with one of the programs available. • Help patrons attach, send and save file attachments in web-based email. • Help patrons manage contacts and the address book in an email program. • Help patrons identify spam and phishing email messages and how to deal with them. 	<ul style="list-style-type: none"> • Ephrata Public Library Staff Competencies Libguide (23 Things)
<ul style="list-style-type: none"> • Assist library patrons in locating internet resources. • Understand web search engines and how to conduct a basic search for information 	<ul style="list-style-type: none"> • Explain the difference between web search engines, web subject directories and library subscription databases. • Be aware of the concept of the “deep web” or “invisible web” and what information will not be retrieved through popular search engines. • Navigate to popular web directories. • List and use some popular search engines. • Conduct an image search on the internet. • Be familiar with online photo editing tools. • Use a web browser’s find function to search for text strings within a web page. • 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. 	<p>Additional resources:</p> <ul style="list-style-type: none"> • Ephrata Public Library Staff Competencies Libguide (23 Things) • UC Berkeley – “Finding Information on the Internet: A Tutorial” http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/FindInfo.html • Basic Research Skills (Universal Class) <p>Website: 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/</p>

Printing

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

Policy

Competencies	Demonstrable Skills/Knowledge	Training
<ul style="list-style-type: none"> • Understand the library's policies for patron use of public computers • Understand logging of user data and how that data is used 	<ul style="list-style-type: none"> • Know what data is logged by the library, including patron usage sessions, library website visits and other sources. • 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. • 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. • 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. 	<p>Staff member's responsibility</p> <ul style="list-style-type: none"> • EPL Technology Competency Libguide

Staying On Top Of Emerging Technology

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

EPL-Specific Tools

Competencies	Demonstrable Skills/Knowledge	Training
<ul style="list-style-type: none"> • Understand and be able to explain online tools available through the Ephrata Public Library and Library System of Lancaster County • Understand various LibGuides and navigate (searching, etc.) 	<ul style="list-style-type: none"> • Be familiar with the library’s presence on social networking sites. • Be familiar with LibCalendar: how to search the calendar, create an account, sign patrons up for events as a guest, and utilize the administrative functions such as: viewing registration lists, waiting lists and deregistering patrons. • Know how to sign-up and log on to Universal Class. • Know how to use Calcium Calendar. • Know how to use the OPAC and how to use “My Account.” • Know the resources available on EPL’s website. • Know how to access Tumblebooks. • Know the features of Tutor.com and how to log in to a session. • Know the databases available on POWER Library and be able to log in and use them. • Know how to instruct patrons to make online donations to the library. • Know how to instruct patrons to sign up for the monthly eNewsletter. • Be familiar with the resources available on Virtual Ephrata. • Know the options and features of the library Online Book Club. • Know how to use the Access Pennsylvania Database. • Know the features of Learning Express Library. • Be familiar with OverDrive and how to search the website, check out an ebook and place an ebook on hold. • Be familiar with Zinio and know how to navigate the online interface, install and navigate Zinio apps for various devices (OSX, Android, Kindle Fire, etc.), creating accounts and searching product 	<p>Staff member’s responsibility</p> <p>Additional resources:</p> <ul style="list-style-type: none"> • Ephrata Public Library Staff Competencies Libguide (23 Things)

	<ul style="list-style-type: none"> • Be familiar with Mango Languages, how to sign up for an account and how to navigate the online interface. • Know which services provide apps for digital devices and instruct patrons with procedures to download and use • Navigate EPL's LibGuides 	
<ul style="list-style-type: none"> • Understand internal websites needed for employees 	<ul style="list-style-type: none"> • Know how to log into and post information to the library's internal wiki. • Know how to log into and retrieve information from LSLC's "Lilly." • Know how to clock in and out using OnTheClock.com. • Know how to check your library email, including the URL for the online interface. 	<p>Staff member's responsibility</p> <p>Additional resources:</p> <ul style="list-style-type: none"> • Ephrata Public Library Staff Competencies Libguide (23 Things)