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## 2011 Competency Exam

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1. Your Name \*

2. I have read and reviewed the competencies. \*

Yes

No

3. I have been provided with training, including attendance at the inservice, participation in "23 Things," access to library laptops for home use and learning materials. \*

Yes

No

4. What is the difference between a hard reboot and a soft reboot. \*

5. What is the password to log on the public computers? \*

6. What is a patron's ONLY option for saving on the public computers? \*

**7. On the public computers, a user's internet history is deleted each time the web browser is closed. \***

- True
- False

**8. The library's public computers have a filtering software. \***

- True
- False

**9. If a patron were to save files to a public computer's hard drive, how can you delete the files? \***

- Log the patron out of their user session (files are deleted in between user sessions)
- Shut the computer down (Deep Freeze will erase any files)
- There is no way to delete the files

**10. If Millenium and the library's internet access were to go down, who should you contact and where can you find their phone number? \***

**11. Which of the following are applications? (You may select more than one answer.) \***

- Microsoft Powerpoint
- Adobe Acrobat Reader
- Windows 7
- Microsoft Excel
- Internet Explorer
- Google
- Mozilla Firefox
- Microsoft Word

**12. Match the following extension with the correct definition or program.**

**Powerpoint File \***

**Compressed Program File \***

**Adobe Acrobat \***

**Text File \***

**Image File \***

**Microsoft Word \***

**13. Which keyboard shortcut do you use to copy in Windows? \***

**14. Which keyboard shortcut do you use to cut in Windows? \***

**15. Which keyboard shortcut is used to find something in Windows? \***

**16. What is the keyboard shortcut to print? \***

**17. What plans do you have to keep current on emerging technologies?  
Please be specific. \***

**18. What is the difference between the internet and the world wide web? \***

**19. In the URL <http://www.ephratapubliclibrary.org/business-resources.php>, what is the domain name? \***

**20. Explain how you determine if a website is secure. \***

**21. What is the purpose of antivirus software? \***

**22. Explain the difference between web search engines, web subject directories and library subscription databases. \***

**23. List two popular search engines. \***

**24. Explain what the "deep web" or "invisible web" are and how to access this information. \***

**25. Using the OPAC (<http://catalog.lancasterlibraries.org/search>), how many Beverly Lewis audio CDs does the Ephrata Public Library own? \***

**26. Using the OPAC, name one DVD title about Twitter that is owned by the Ephrata Public Library. \***

**27. Using the OPAC, name one 2011 GRE study guide owned by the Ephrata Public Library. \***

**28. Using the OPAC, name one book title owned by the Ephrata Public Library about marketing and social media. \***

**29. A patron is looking for a Berenstain Bears book having to do with school. Using the OPAC, name one book title at the Ephrata Public Library you would suggest for the patron. \***

**30. Answer the following about this question:  
How much did an average Tyrannosaurus Rex weigh?**

**Answer to the question: \***

**Search engine or directory used: \***

**URL (exact web address where the answer can be found): \***

**31. Using POWER Library, Contemporary Authors, find the birth place and the cause of death for author Lloyd Alexander. \***

**32. Tumblebooks  
is: \***

- A resource for test preparation materials and interactive practice exams from K-12 to college level and professional occupations.
- A fun and interactive library of animated, talking storybooks for preschoolers, beginner readers and older independent readers.
- A resource designed for students of all ages and levels to get one-on-one tutoring and homework help.

**33. A patron comes to the desk and wants SAT test preparation materials. We have nothing available on the shelf. What specific database can you direct them to for help? \***

- Learn-A-Test
- OneSource
- POWER Library
- OneClick Digital

**34. Tutor.com (formerly Live Homework Help) is: \***

- A resource for test preparation materials and interactive practice exams from K-12 to college level and professional occupations.
- A fun and interactive library of animated, talking storybooks for preschoolers, beginner readers and older independent readers.
- A resource designed for students of all ages and levels to get one-on-one tutoring and homework help.

**35. The library offers Online Book Clubs for subscription by patrons. \***

- True
- False

**36. A patrons comes to the circulation desk and asks if we have access to an article that appeared in the Lancaster New Era on Tuesday, December 28, 2004. Do we have access to a database that can assist the patron in finding this article? \***

- Yes
- No

**37. When doing research it is important to use databases as well as search engines. Why? \***

- Databases are more authoritative than the internet.
- Databases contain information that is not available through search engines.
- A and B.
- The databases are not important.

**38. The invisible web is the portion of the internet that can be searched**

**using search engines such as Google or Yahoo. \***

- True
- False

**39. What do you need to access POWER Library? \***

- A valid credit card.
- A valid library card.
- A valid driver's license.
- Nothing. Access is open to anyone.

**40. Which of the following is NOT a database to which we have access? \***

- OmniFile Mega
- Auto Repair Reference Center
- Foreign Language Learning Center
- Heritage Quest

**41. What does "full text" mean? \***

**42. Which of the following is NOT a boolean operator? \***

- OR
- AND
- IF
- NOT

**43. Match the following terms with the correct numbers:**



2



3



4



5

Task Bar \*

Notification Area \*

Desktop \*

Icons \*

Quick Launch \*

Start Button \*

44. Please select the correct category for the following:

Microsoft Powerpoint \*



**Microsoft Excel \***

**Amazon \***

**Microsoft Windows XP \***

**Microsoft Word \***

**Innovative Millennium \***

**Google \***

**Auto Repair Reference Center \***

**Windows Explorer \***

**ProQuest \***

**Mozilla Firefox \***

**Microsoft Windows 7 \***

**Microsoft Explorer \***

**45. Using LILLY (<https://lilly.lancasterlibraries.org/>), find the name and telephone extension of the Manager of Community Relations for the Library System. \***

**46. A patron calls the library looking for the location of Concerts by the Creek, a library-sponsored series. What directions would you give them? (HINT: Open a new browser window if you want to search the web.) \***

**47. What are the days/hours that the passport office is open? \***

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