



In Person Competency Test Questions (2011)

Hardware

Task #1: Connect to the library's wireless internet

Operating System & File Management

Windows

Task #1: Create a new folder named "Competencies" in the Documents folder

Task #2: Create a shortcut of that folder on your desktop

Task #3: Use the "Competencies" folder you created within the Documents folder and rename this folder "EPL Competencies (yourname)"

Software Applications

Task #1: Open Microsoft Word and create a new document. Place an image from the Clipart Browser into your document. Resize the image. Save the document as "WordDocument_(your name)".

Task #2: Minimize the Word window and open Microsoft Excel.

Task #3: Create a spreadsheet with the columns named 1) Name and 2) Number

Task #4: Add the following in the vertical rows.

Abby	121
Cheryl	333
Penny	423
Keith	512

Task #5: Use the correct function to automatically add the numbers.

Task #6: Using Windows Task Manager, force quit Word.

Internet

Task #1: Input the URL: lancasterlibraries.lib.overdrive.com into a web browser

Task #2: Identify a link on the page, and open the link in a new tab

Task #3: Change the text size on a web page

Task #4: Conduct an image search for the U.S. flag

Task #5: Select an image from your search, and save it to a flash drive

Task #6: Sign on to your library email account

Task #7: Compose an email to ptalbert@ephratapubliclibrary.org, and send the image of the U.S. flag as an attachment

Task #8: Add Penny to your contact list. Use the library's address, phone and fax number

Task #9: Go to the library's website. Translate it into Spanish. Change it back to English.

Task #10: Go to the page where a patron can make a donation.

Task #11: Go to the page where you can find information on renting meeting rooms.

Task #12: Show me how to access the library's databases.

Task #12: Using your flash drive, open the folder entitled "Evaluation." Open the document entitled "URLs." Copy the URL in the document, and paste it into the address bar of a web browser.

Task #13: Use the web browser's find function to search for the keyword "Rick Wagoner"

Printing

Task #1: Print only a selection of the text on the webpage

Task #2: Print the image of the U.S. flag that you saved to your flash drive

EPL-Specific Tools

Interlibrary Loan

Question: I am looking for the book Supervision of Police Personnel by N.F. Iannone. I searched the OPAC and could not find it. Is there any way you can get the book for me?

Answered Correctly:

- Need to search the Access PA database to locate the book
- Appropriately fill out the ILL paperwork.

HOLDS

Question: I would like to request the TV series Modern Family Season 2 Disc 1.

Answered Correctly:

- Places an item level hold on the DVD Modern Family Season 2 Disc 1.

Engaged Patrons Calendar

Question: I would like to sign up for the Family Story Time on March 15th

Answered Correctly:

- Uses the Events Calendar on the library's website to sign the patron up for the correct program

Calcium Calendar

Question: I am here for the Writer's Group. What room is that being held in?

Answered Correctly:

- Uses the Meeting Room/Calcium Calendar to find out where the program is being held

My Millennium Account

Question: I heard you can renew books online. How do I do that?

Answered Correctly:

- Walks patron through the steps to create a My Millennium account and log-on.

Question: I can't log on to my online library account.

Answered Correctly:

- Resets the patron's PIN by deleting the PIN field in their patron account
- Tells them how to create a new PIN

OneClick

- Go to OneClick and download an audiobook onto the desktop.