

2013 Competency Exam Study Guide

Demonstrative Exam

To prepare for the demonstrative competency exam, you should be able to perform the following tasks:

Hardware

- Connect to the library's wireless internet

Operating System & File Management

- Create a new folder
- Create a shortcut
- Rename a folder

Internet

- Conduct an image search
- Copy and paste an image
- Save a document to a flash drive
- Send an attachment through your library email
- Open a new tab

OverDrive

- Log in to your OverDrive account
- Be able to search the OverDrive site for specific titles and authors, as well as limit searches by format, subject and available copies
- Place HOLDS on ebook titles
- View HOLDS on your OverDrive account and remove a HOLD from your account

Zinio

- Log in to your Zinio account
- Check out a magazine
- View and download the checked out title on an iPad using the Zinio app

OneClick Digital

- Log in to your OneClick Digital account
- Download an e-audiobook title to the desktop

HOLDS

- Place a HOLD on an E-town TV series DVD

Printing

- Print a document saved on a flash drive

Written Exam

Security

- Explain a patron's options for saving files on the public computers.
- Know the password to log on to the public computers.
- Know if the public computers have a filtering software.

Software Applications

- Explain step by step what you would do if a computer stops responding or "freezes."
- 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.

Internet

- Explain the difference between the internet and the world wide web.
- Know how to determine if a website is secure.
- Be able to find a polling location using the website votespa.com
- Be able to search irs.gov to find tax forms.

Printing

- Explain step by step how to print in color from the public computers.

Staying on Top of Emerging Technology

- Explain what you have done to keep informed about advancements in technology.

EPL Specific Tools

- Know the online services: Learning Express Library, Tutor.com and Tumblebooks.
- Be able to search for an article that appeared in the Lancaster New Era using a library database.
- Be able to search for articles using the POWER Library database MasterFile Main Edition.
- Be able to search the POWER Library database Consumer Health Complete for articles.
- Be able to search the POWER Library database AP Images, download an image and save the image to a flashdrive.
- Be able to search the POWER Library database SIRS Discoverer for articles.
- Be able to search the library catalog (perform subject searches, limit searches by material and find series titles).
- Be familiar with the library Kindle Fire and Roku policies.
- Know the online services: Universal Class, Mango Languages, OverDrive, OneClick Digital and Zinio.
- Be able to explain step by step how to sign up for a OneClick Digital, a Universal Class and a Mango account.
- Be able to edit/add content to a page on the staff wiki.
- Be able to explain the state privacy law regarding information on patron accounts.
- Be familiar with the various library collections (inspirational, juvenile nonfiction, biographies, etc.) and their locations (i.e. know where to shelve material).