



**Competency Exam 2013  
Employee Cover Page**

Name:

Correct Score 127/ 130  
(111 or above is passing)

## Written Competency Exam

Name: Wendi Miller

Correct Answers 97/ 99

1. What, specifically, have you done to keep informed about advanced in technology. Please list the material you've read and where you found it.		5 pts.	Points earned  5/ 5
2. What is the difference between the internet and the world wide web?	Internet is the physical structure (the hardware).  The world wide web is refers to method of access to the internet – a protocol.	1 pt.	Points earned
3. Which of the following are applications? (You may select more than one for your answer.)	Microsoft Excel Adobe Acrobat Reader Microsoft Powerpoint Microsoft Word	4 pts.	Points earned  4 / 4
4. Fill in the blank: Microsoft Powerpoint is a _____.	Presentation software	1 pt.	Points earned  1 / 1
5. Fill in the blank: Microsoft Word is a _____.	Word processor	1 pt.	Points earned  1 / 1
6. Fill in the blank: Google is a _____.	Search engine	1 pt.	Points earned  1 / 1
7. Fill in the blank: SIRS Discoverer is a _____.	Database	1 pt.	Points earned  1 / 1
8. Fill in the blank: Internet Explorer is a _____.	Web browser	1 pt.	Points earned  1 / 1
9. Fill in the blank: Amazon is _____.	None of the above.	1 pt.	Points earned  1 / 1

10. Fill in the blank: ProQuest is a _____.	Database	1 pt.	Points earned  1 / 1
11. Fill in the blank: Mozilla Firefox is a _____.	Web browser	1 pt.	Points earned  1 / 1
12. Fill in the blank: Microsoft Excel is a _____.	Spreadsheet	1 pt.	Points earned  1 / 1
13. Name two social networking website the library is a part of.	Potential answers: Facebook Twitter LinkedIn Flickr YouTube	2 pts.	Points earned  2 / 2
14. List two different internet browsers.	Internet Explorer Mozilla Firefox Google Chrome Safari Et. al.	2 pts.	Points earned  2 / 2
15. A patron would like to know which program to use to create their resume. Which of the following programs would be the best to suggest?	Microsoft Word	1 pt.	Points earned  1 / 1
16. A patron would like to know which program to use to create a budget for her wedding. Which of the following programs would be the best to suggest?	Microsoft Excel	1 pt.	Points earned  1 / 1
17. A patron would like to know which program to use to create a presentation for her upcoming school project. Which of the following programs would be the best to suggest?	Microsoft PowerPoint	1 pt.	Points earned  1 / 1
18. You are using one of the circulation computers to search for a book using the OPAC; the web browser you are using stops responding or "freezes" along with your mouse. Explain what you would do to close the web browser.	Open up the task manager by holding down the keys CTRL + ALT + DEL. A selection screen will appear and click on "Start Task Manager." Select the program you want to quit and click on the "End Task" button.	1 pt.	Points earned  1 / 1

19. Is the website above a secure site? How did you determine if the website was secure or not?	Yes. You can tell by the "https."	2 pts.	Points earned  2 / 2
20. What is the username and password to log on to Millennium?	Username: 37circ Password: shaker	2 pts.	Points earned  2 / 2
21. What is the password to log on to the public computers?	ephrata!	1 pt.	Points earned  1 / 1
22. True or False: The public computers do not have a filtering software.	False	1 pt.	Points earned  1 / 1
23. A patron would like to print in color from the public computers. Below write the step-by-step instructions that you would give to the patron.	Select the print button. When the print dialog box appears select the properties button. Change the color option from black and white to color. Select the OK button. Select the OK button.	1 pt. 1 pt. 1 pt. 1 pt. 1 pt.	Points earned  5 / 5
24. A patron would like to know how he can save a Word document he has created on the public computers. What do you tell the patron?	Yes, he can save the Word document but he must save it to a flash drive	1 pt. 1 pt.	Points earned  1 / 2
25. A resource for test preparation materials and interactive practice exams from K-12, to college level and professional occupations.	Learning Express Library	1 pt.	Points earned  1 / 1
26. A resource designed for students of all ages and levels to get one on one tutoring and homework help.	Tutor.com	1 pt.	Points earned  1 / 1
27. A fun and interactive library of animated, talking storybooks for preschoolers, beginner readers and older independent readers.	Tumblebooks	1 pt.	Points earned  1 / 1
28. A patron comes in and is looking for the article Countywide Fundraising for Library System on Hold which appeared in the Lancaster New Era on June 21, 2013. Find the article using a	"The library system provides vital services to all the libraries," Anderson said. "Since we're among the libraries that are dependent on those services ... we would support their being able to	1 pt.	Points earned  1 / 1

library database and copy and paste the article's abstract in the space below.	raise funds to support those services."		
29. A patron is looking for the article "Roku Lending Program Grows at Ephrata" by Matt Enis. Use MasterFILE Main Edition to search for the article. List the publication the article appears in along with the volume and issue number.	Library Journal, Vol. 138, Issue 5	1 pt.	Points earned 1 / 1
30. A high school students comes in looking for information on "Alzheimer's disease." They have a paper due tomorrow and all of our books on Alzheimer's disease are checked out. What database would you try searching for information?	Consumer Health Complete	1 pt.	Points earned 1 / 1
31. Use the database you selected above to search for information on Alzheimer's disease. Select one resource that would be helpful to the high school student. Copy and paste the resource's bibliography below.	We'll need to check these individually.	1 pt.	Points earned 1 / 1
32. A high school student is doing a report on terrorism and is looking for a picture from the Boston Marathon explosions. Use the POWER Library database AP Images to find a photo. Download and save the photo to your flashdrive, then upload the file below.	1. Find photo. 2. Successfully save to the flashdrive. 3. Successfully upload the file.	3 pts.	Points earned 3 / 3
33. An elementary school student is doing a report on Jackie Robinson. All the books on Jackie Robinson are checked out. Use the POWER Library database SIRS Discoverer to find an article on Jackie Robinson. Copy and paste the article's bibliography below.	We'll need to check these individually	1 pt.	Points earned 1 / 1
34. Before the most recent election, a patron asks where they are supposed to vote at if their address is 984 Lincoln Heights Ave., Ephrata PA 17522. Find their polling place location by opening a new tab and using	EPHRATA PUBLIC LIBRARY 550 S. READING RD EPHRATA, PA 17522	1 pt.	Points earned 1 / 1

<a href="http://www.votespa.com">http://www.votespa.com</a> .			
35. A caller wants a copy of IRS Form 1040 Schedule D. Find a PDF of that form using the IRS website ( <a href="http://www.irs.gov">http://www.irs.gov</a> ). Use the name of that form as your answer.	Capital Gains and Losses	1 pt.	Points earned 1 / 1
36. Fill in the blank: A patron must have a fine of at least _____ dollars to pay online.	\$6	1 pt.	Points earned 1 / 1
37. A parent is looking for books about money. Her elementary aged child is learning to count money, so she is interested in finding books on the different kinds of coins or counting money. Search the catalog (open a new tab and go to <a href="http://catalog.lancasterlibraries.org">http://catalog.lancasterlibraries.org</a> ) to find a book at the Ephrata Public Library that you would recommend to the parent. List the title and author of the book below.	Must be checked independently.	1 pt.	Points earned 1 / 1
38. A patron brings the book One for the Money by Janet Evanovich to the desk; this is the first book in the Stephanie Plum series, and the patron would like to know the title of the next book in the series. List the title of the book below.	Two for the Dough	1 pt.	Points earned 1 / 1
39. A patron is looking for a documentary about the Titanic on DVD. Use the catalog ( <a href="http://catalog.lancasterlibraries.org">http://catalog.lancasterlibraries.org</a> ) to find a DVD at the Ephrata Public Library that you would recommend to him. List the title below.	Must be checked independently.	1 pt.	Points earned 1 / 1
40. True or False: A patron can download e-books to their personal Kindles.	True	1 pt.	Points earned 1 / 1
41. True or False: You need a username and password to sign in to Overdrive.	False	1 pt.	Points earned 1 / 1

42. True or False: Patrons cannot access the web browser or connect to a wireless internet network with the library's Kindle Fires because we do not want them attempting to purchase content.	True	1 pt.	Points earned 1 / 1
43. How old do you have to be to check out a Kindle?	14	1 pt.	Points earned 1 / 1
44. How old do you have to be to check out a Roku?	18	1 pt.	Points earned 1 / 1
45. What technical requirements must patrons have in order to use a Roku?	1. High speed internet access 2. Wireless internet 3. TV with HDMI port	3 pts.	Points earned 3 / 3
46. An online service that gives patrons the opportunity to take a variety of online courses and earn continuing education credits (CEUs).	Universal Class	1 pt.	Points earned 1 / 1
47. An online service that provides patrons with free language learning courses and resources.	Mango	1 pt.	Points earned 1 / 1
48. List two online services that allow patrons to download free e-books and e-audiobooks	OverDrive OneClick Digital	2 pt.	Points earned 2 / 2
49. An online service that allows patrons to download a selection of magazines to their Kindle Fires , iPads, iPhones, etc.	Zinio	1 pt.	Points earned 1 / 1
50. A patron calls and would like to know how to sign up for a OneClick digital account. Below explain the step-by-step instructions you would give to the patron so they could set up an account.	1. Go to <a href="http://ephratapa.oneclickdigital.com">http://ephratapa.oneclickdigital.com</a> OR go to the library's homepage and click on the OneClick digital icon. 2. Click on "Create New Account." 3. Input your information.	3 pts.	Points earned 3 / 3
51. Explain how a patron signs up for a Universal Class account.	1. Go to library's homepage and click on the Universal Class icon 2. Click the link the enter EPL Universal Class site 3. Enter your library barcode	3 pts.	Points earned 3 / 3

	number 4. Input your information		
52. Explain how a patron sign up for a Mango account.	1. Go to the library's homepage and click on the Mango Language icon. 2. Under the heading Create a Profile, enter your barcode number, email, and a password, then click the Sign Up button.	2 pts.	Points earned  2 / 2
53. Sign on to the library staff wiki. Go to the Staff Training page of wiki and add your name and today's date to the page.	Check independently.	1 pt.	Points earned  1 / 1
54. A patron comes up with their daughter's library card and wants to know what titles are checked out on the account. The daughter is not present. How would you handle this situation?	Explain privacy law.	1 pt.	Points earned  1 / 1
55. A	Educator Collection	1 pt.	Points earned  1 / 1
56. B	Juvenile Series	1 pt.	Points earned  1 / 1
57. C	YA Graphic Novels	1 pt.	Points earned  1 / 1
58. D	Parenting Collection	1 pt.	Points earned  1 / 1
59. E	Biographies	1 pt.	Points earned  1 / 1
60. F	Reference	1 pt.	Points earned  1 / 1



61. G	Mysteries	1 pt.	Points earned 1 / 1
62. H	Sight Savers	1 pt.	Points earned 1 / 1
63. I	YA Nonfiction	1 pt.	Points earned 1 / 1
64. J	YA Fiction	1 pt.	Points earned 1 / 1
65. K	Adult Fiction	1 pt.	Points earned 1 / 1
66. L	Adult Nonfiction	1 pt.	Points earned 0 / 1
67. M	Inspirational	1 pt.	Points earned 1 / 1
68. N	Adult Audiobooks	1 pt.	Points earned 1 / 1
69. O	Beginner (E) books	1 pt.	Points earned 1 / 1
70. P	Easy Reader	1 pt.	Points earned 1 / 1
71. Q	Sight Saver	1 pt.	Points earned 1 / 1

72. R	Book Bags	1 pt.	Points earned 1 / 1
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## Competency Grading Sheet

Exam Date: 11/19/13

Score: 30 /31

Employee:

Hardware	Pass	Fail	Comments
Connect to the library's wireless internet	X		

Operating System & File Management	Pass	Fail	Comments
Create a new folder named Competencies in the Documents folder	X		
Create a shortcut of that folder on your desktop	X		
Use the Competencies folder you created within the Documents folder and rename this folder EPL Competencies_(your name)	X		

Internet	Pass	Fail	Comments
Conduct an image search for the Ephrata Public Library	X		
Select an image from your search, and copy and paste the image into a Microsoft Word document		X	Did not copy and paste but instead saved on the desktop.
Save the document as Ephrata_Public_Library to a flash drive. Exit Microsoft Word.	X		
Sign on to your library email account	X		
Compose an email to <a href="mailto:ptalbert@ephratapubliclibrary.org">ptalbert@ephratapubliclibrary.org</a> , and send the Ephrata_Public_Library document as an attachment	X		
Open a new tab	X		
Go to the library's website	X		

<b>EPL Specific Tools</b>	<b>Pass</b>	<b>Fail</b>	<b>Comments</b>
Log in to your OverDrive account	X		
Show me all the Fiction ebooks available through OverDrive.	X		
Limit the format to Kindle Books, the subject to Mystery and show only titles with copies available.	X		
Complete a search for the title Mad About a Boy by Helen Fielding in Kindle Book format.	X		
Is the title available?	X		
How many copies does the library own?	X		
How many HOLDS are on the title?	X		
Place a HOLD on the title.	X		
Complete a search for the title The Longest Ride by Nicholas Sparks in Kindle Book format.	X		
Place a HOLD on the title.	X		
View the HOLDS on your OverDrive account.	X		
What number are you on the list for the title The Longest Ride?	X		
Remove the HOLD from your account.	X		
Where do I go to create a Zinio account?	X		
Log in to Zinio	X		
Check out a magazine.	X		
View and download title checked out onto the iPad using the Zinio.	X		
Download the eaudiobook title The Big Cat Nap by Rita Mae Brown using OneClick	X		
Place a HOLD on the Etown copy of Boardwalk Empire the complete second season.	X		

<b>Printing</b>	<b>Pass</b>	<b>Fail</b>	<b>Comments</b>
Print the Microsoft Word Document saved to your flash drive.	X		