

Technology Core Competencies for California Library Workers

Library staff deals with technology every day. Technology competencies serve to help staff understand what is expected of them in terms of technological skills and knowledge. Technology competencies can also assist libraries in assessing staff training needs and developing an appropriate training program.

This set of competencies is intended to serve as a base model for technology competencies among California library workers. California's libraries are incredibly diverse; there are many different types and sizes of libraries, different staffing, and different technology. The purpose of these competencies is not to be the guidepost by which all libraries measure technology skills, but rather to serve as a starting point for libraries to use in assessing their staff's technology proficiencies, and to assist libraries in building their own sets of tailored competencies to fit with their unique staff and library.

Terminology

- www.cla-net.org/included/docs/terminology.pdf

Hardware

- Parts of Your Computer
 - Identify Computer, Monitor and drives (floppy drive, CD drive, USB port)
 - Start-up a workstation (power buttons, logins & passwords)
 - Shut-down a workstation (power buttons, sequence, what equipment needs to be shut down or left on)
 - Use the mouse (left-click, right-click, double-click, drag), keyboard (function keys and necessary shortcuts), and other peripheral devices attached to your computer (like a monitor, scanner, or speakers)
- Printers
 - Start-up and shut-down the printer (power buttons, sequence)
 - Load paper and cartridges
 - Clear a paper jam
- Photocopiers, telephones, fax machines
 - Operate and perform basic troubleshooting for these machines

Software

- Word Processing
 - Create, format, save, open, and print a document
 - Change font style and size, cut and paste, bold, italicize, underline, and center text
 - Understand print preview
- Web Browsers
 - Understand web browser functions such as back, forward, home, print, and print preview
 - Understand URLs
- E-mail
 - Compose, address, send, receive, open, reply, forward, delete
 - Send and receive attachments
 - Re-send bounced messages
 - File messages in a folder system
- Operating System
 - Find and launch applications from the desktop or menu
 - Toggle between different windows using the taskbar
 - Resize, minimize, and maximize windows
- Files and Folders
 - Understand the differences between files and folders
 - Make a new folder, delete a folder
 - Copy and paste, drag and drop within files and whole files/folders
 - Open, save, or delete files or folders
 - Store/back-up files on floppy disks, CDs, flash drives, and similar removable media
 - Knowledge of file extensions and how they are used by the computer

Security

- Know what security software is used on staff and public computers and how it protects the computers
- Identify spam
- Be aware of the potential security and privacy threats while using e-mail and the Internet (including cookies, downloading malicious files, unsecured communications, viruses, e-mail hoaxes, spyware, adware, and phishing)

Troubleshooting

- End non-responsive programs
- Reboot the workstation
- Understand cables, power cords, and switches on all equipment
- Know where to get help or technical support

Library Resources

- Be familiar with and able to locate the library's technology-related policies & procedures
- Be familiar with the library's intranet, if applicable
- Be familiar with the library's e-resources
 - Know the webpage address for your library
 - Know what resources can be found on your library homepage
 - Know the webpage address for the library's catalog
 - Know how to search by author, title, keyword, and subject in the catalog

Additional Targeted Competencies for Reference, Instructional, and Management Staff

Software

- Word Processing
 - Control layout using tables and columns
- Spreadsheet
 - Create and modify a spreadsheet
- Multimedia
 - Create a multimedia presentation
- Web Browsers
 - Understand different web browsers (Internet Explorer, Safari, Firefox)
 - Add, use, and edit bookmarks in web browser
 - Change the default homepage in web browser
 - Clear temporary internet files and clear history in web browser
 - Print all or part of a webpage
 - Understand media players & other plug-ins encountered online

Search Skills

- Search the internet using two or three different search engines or directories
- Understand and use Boolean and proximity searching
- Evaluate availability, authority, credibility, and currency of online resources
- Understand copyright and fair use rules as related to electronic resources

Public Computers

- Understand the set-up, limitations, and security on the public computers
- Understand use of filtering software on public computers, if applicable

Library Resources

- Understand what online resources (e.g. databases) your library subscribes to, where they are available from outside the library, and how to use each of them
- Instruct library users in the effective use of the library's online resources

Adopted by the California Library Association Assembly, April 21, 2005