# CORE Technology Competencies for GENEVA PUBLIC LIBRARY STAFF

Explanation of the competency AREAS

Within this document, each category is broken into four areas of competency, as follows:

All Staff Competencies  
Competencies that all Library employees are expected to meet. The expectation is that staff know about library resources and can answer basic questions and can confidently make a referral to a more knowledgeable colleague.

public service Competencies  
Competencies expected to be met by public services staff. Generally, this classification would include positions such as Circulation Clerk. The expectation is that staff use these technologies to do their job.

Information Professionals Competencies  
Competencies expected to be met by public services staff who provide reference-type service to the public. Generally, this classification would include positions such as Library Assistant and Librarian. The expectation is that staff will help patrons use the technology.

Specialized/Job specific knowledge Competencies  
This area of competencies are designated for situations that might only be applicable to certain staff positions. Note: Competencies in this category are determined by departmental managers and are not elaborated upon further in this document.

## Hardware

All Staff Competencies

1. Understand the basic operation and troubleshooting of the following pieces of computer hardware and peripherals:

* Monitor
  + Turn on/off
  + Where cords connect
* CPU
  + Turn on/off
  + Shut down/restart options
  + Where cords connect
* Mouse
  + Left click
  + Right click
  + Scroll button
  + Where cords connect (if applicable)/turn on/off (if applicable)
* Keyboard
  + Where cords connect
  + Caps Lock/Num Lock
* Printers
  + Add new printer
  + Select different printer
  + Load paper
* Removable storage devices (e.g., flash drives, compact discs)
  + How to open content
  + How to properly remove
* Any other hardware specific to your work location

2. Know how to help patrons use technology in the library:

* Copy machine
  + Coin op
  + Make single- and double-sided copies
  + Add paper
* Fax
  + Payment
  + Send fax
* Printers
  + How to print from computer
  + Coin op
* Self-serve check-out machines
  + Check out materials
  + Pay fines
  + Proceed when trouble message occurs
* Public computers
  + Know Public Internet Use policies, including filtering, and time limits
  + Log in
  + Make reservation
* Microsoft Office Suite
  + Know what products are available for patron use
  + Open each product

3. Know how to use the phone system:

* Answers phone with appropriate Library greeting
* Transfer calls
* Put calls on hold or park
* Forward a desk phone to another extension

4. Know who to/how to report problems regarding technology:

* Know location of link for reporting a phone/PC problem on Intranet
* Know to whom to report or refer technology problems

public service Competencies

1. Know how to help patrons use technology in the library by understanding the basic operation and troubleshooting of the following pieces of computer hardware and peripherals:

* Printers
  + Add new printer
* Scanner
  + Log on/off
  + Explain choices on how to save
  + Scanning documents/images
* Microfilm reader
  + Turn on/off
  + Load film

## Internet

All Staff Competencies

1. Understand how to do the following in a browser:

* Use the navigation buttons
* Search for text on webpage
* Print part or all of webpage
* Change preferences such as bookmarks and default home page
* Change text size
* Download and save files
* Find help
* Clear cache/history/cookies
* Complete online forms
* Use a search engine to find basic information
* Enable and disable pop up blockers

public service Competencies

1. Know how to use the following:

* Web-based tools such as Listservs, RSS feeds, and blogs
* Instant messaging

Information Professionals Competencies

1. Know how to use and be able to help patrons use the following:

* Interpreting parts of a URL
* Web-based email programs (e.g., Gmail, Yahoo)
* Web-based office software (e.g., Google Docs, Zoho)
* Web-based tools such as Listservs, RSS feeds, and blogs
* Instant messaging
* Popular social networking websites (e.g., LinkedIn, Facebook, Yelp)

2. Know how to use multiple search engines:

* Create Boolean searches
* Apply filters
* Understand advanced options

## Library Resources

All Staff Competencies

1. Be familiar with the following network access tools:

* Logins and passwords for your department
* Retrieve and save files to network drives
* Connect to GPLD’s wireless networks

2. Know how to use GPLD’s email system:

* Open, send, delete, and store messages
* Create folders
* Attach Files
* Download and save files

3. Know how to use the electronic timesheet and payment system:

* Clock in & out for shifts and lunch break (if applicable)
* Handle a missed punch
* Use notes/comments fields when appropriate
* Request time off and how to check benefit time (if applicable)

4. Be familiar with GPLD’s social media presence:

* Location of social media links on gpld.org
* Types of information distributed through these platforms as well as vocabulary related to them
* Know the social media policy

5. Know how to find information on the staff Intranet:

* Log-in and read messages
* Post a message to a group
* Aware of what information is appropriate to share on varying areas of staff Intranet

6. Demonstrate basic familiarity with GPLD’s eBooks and eMedia resources:

* Navigate Library’s website to find Overdrive, eRead Illinois,Hoopla, Zinio and other platforms
* Steps to take to provide additional assistance to patrons (directing to a staff member who can provide one-on-one assistance, make an appointment for further assistance, etc.)
* Types of material available through each platform

7. Know how to navigate GPLD’s website:

* Calendar
* Board of Trustees information
* Library policies
* Library closings

8. Know how to navigate GPLD’s online catalog:

* Log-in options
* Basic search options (title, author, subject, series)
* Place holds
* Know that other online catalogs are available, and where to find them

public service Competencies

1. Understand basic functioning of Workflows as applicable to your job

2. Show patrons help pages that provide instruction on how to download the apps for each of the Library’s eBooks and eMedia services

Information Professionals Competencies

1. Understand the basic content and access of GPLD’s licensed databases and know how to best use the various databases to help meet customers’ information needs:

* + Differences in logging in from home versus at the library
  + Create logins when applicable
  + Find access points including OPAC and gpld.org
  + Stay current with new features

2. Know how to navigate GPLD’s online catalog:

* Perform an advance search using limiters
* Understand the review sources provided
* Proficient with the “More Like This” feature
* Place ILL holds through WorldCat

3. Help patrons troubleshoot the public access computers:

* Time and reservation management system
* Public PC printing procedures
* Software programs

## Software

All Staff Competencies

1. Have an understanding of the following basic computing concepts:

* Windows Operating System, desktop and its icons
* Manage files and folders
* Functions common to most applications, such as copy, paste, open, save, print
* Adjust screen resolution
* Print all or part of a document
* Basic keyboard shortcuts
* Scrolling

2. Understand the basics of word processing:

* Open new or saved documents
* Save documents to shared drive vs. personal drive
* Ability to adjust margins, orientation of documents
* Cut, paste and copy within a document
* Familiarity with how to insert page breaks, headers, footers, page numbers, equations, symbols or clip art
* Ability to use spelling and grammar check as well as thesaurus
* Change line spacing, bold, italicize, underline, highlight and change font color
* Use task manager to close unresponsive programs

public service Competencies

1. Help patrons use software on public PC’s and Macs:

* Advanced formatting (e.g., headings, pagination, footers and headers, etc.)
* Functions available on the ribbon menu

2. Understand the basics of using mobile devices:

* Different operating systems
* Functionality of buttons
* Names of app stores
* Find downloaded files

## Security

All Staff Competencies

1. Demonstrate an understanding of security-conscious computer use:

* Keep logins secure and choose good passwords
* Log out of sites with personal information
* Recognize characteristics of email scams
* Understand email spam and how to control it
* Know the danger of opening unknown attachments
* Having an understanding of how antivirus software works
* Recognize the dangers of popup scams
* Understand how backups are managed by the library
* Know the dangers of customer access to staff PCs
* Research and checking with digital services before downloading unknown programs