Tulane University Libraries

Core Technology Competencies For Employees

Technology plays a crucial role in library operations and services. TUL employees should be proficient with technology, as its significance will increasingly impact efficiencies and services. Core competencies encompass the essential skills required by all library employees to enhance the library's and university's overall performance. Level I and Level II pertain to designated TUL employees, while Level III is specific to employees in the Library Information Technology Department and Digital Scholarship & Initiatives division.

Level I:

Basic Computer Hardware and Peripherals Knowledge and Skills:

- Understand basic terminology and functions of computers (CPU, monitor, keyboard, mouse, memory, hard drive, server, operating system, cloud storage, USB)
- Turn a computer on and off correctly
- Use mouse, keyboard, and function keys
- Know how to save and upload files to Box (cloud storage)
- Disconnect and reconnect cables, cords and connections
- Understand basic printer functions and troubleshooting procedures, including adding paper, replacing ink/toner cartridge, and clearing paper jams

Basic Computer Operating Systems:

- Log on/log off, launch programs from the desktop or menu, use multiple open windows, toggle between windows, minimize and maximize windows, create shortcuts
- Change password
- Know common file and folder management tasks
- Familiar with Windows/MAC-based operating systems as appropriate to hardware
- Use Windows Task Manager to close non-responsive programs
- Know when and how to reboot a computer

Basics of Security:

- Maintain physical security and safety of all library-owned hardware
- Ability to recognize phishing attempts
- Familiar with and proper use of anti-virus and anti-spam software as advised by campus IT or library IT
- Recognize secure sites and understand what type of activities are conducted there (including downloading from safe/secure websites)
- Understand and apply the university's computer use policy https://it.tulane.edu/acceptable-use-policy

Basic Email Skills:

- Recognize an email address
- Compose, open, reply, forward, and delete email messages
- Know the difference between "reply" and "reply all"
- Sort messages by date, subject, or sender
- Create and manage email contacts and addresses
- Attach, receive, open, and save email attachments
- Locate and use the Help function in the email software
- Understand basics of email security
- Know what a listserv is and how it functions

Basic Internet Skills:

- Familiar with terminology and basic structure of the Internet and of the World Wide Web (websites, webpages, etc.)
- Familiar with internet connection procedures and methods including LAN and WiFi connections as well as common troubleshooting procedures
- Access Web content using common browsers and understand URLs, including entering a URL
- Change the default home page
- Clear temporary Internet files and clear history
- Find specific text in web pages
- Download and save files from the Internet including video, audio, and images
- Demonstrate familiarity with Web-based applications (in the "cloud") versus desktop applications
- Print from web page

- Know common plugins such as Acrobat

Basics of Software:

- Open and close applications correctly
- Open and save files to Box (cloud storage)
- Locate and use tutorials or help
- Move between documents and windows
- Print all or part of a document
- Able to cut, copy and paste

- Change font size and font type
- Scroll within a document
- Understand terminology for menus, toolbars, and taskbars
- Demonstrate the ability to use common & industry standard software to perform job tasks
- Perform print operations including previewing print jobs, adjusting print settings, changing printers, and canceling print jobs
- Recognize common file extensions

Basics of Library-Specific Technologies (competency within first 6 months of employment):

- Familiar with Library OPAC, ILS, and Discovery Systems
- Demonstrates knowledge of library website, contact information, and how to ask for assistance from relevant staff

Level II:

Internet Skills:

- Familiar with blogs, wikis, and social media (Facebook, X, etc.)

Library Catalog & Discovery System (competency within first 6 months of employment):

- Perform keyword, author, and title searches
- Use advanced search strategies such as ISBN, format, etc.
- Limit, restrict, expand, and sort searches
- Determine due date, status, and location of items in the collection
- Place requests/holds on items in the collection
- Find and use other library catalogs
- Demonstrate a basic understanding of metadata schema

Library Databases (competency within first 6 months of employment):

- Familiar with the databases available at Tulane

Level III: These competencies are for library IT staff with specialized duties.

Web Page Creation and Maintenance

- Create a basic web page using library's web page software
- Update existing web page using library's web page software
- Obtain/renew domain name
- Use HTML, CSS, scripting, and databases to create and update web pages

Technology Management

- Hardware management: order, configure, image and install staff computers; install and manage printers and other peripherals (scanner, barcode/magstripe readers, etc.); install software
- Provide training and support to staff on library technologies
- Demonstrate advanced understanding of the library's automation systems
- Troubleshoot problems with the library's networks
- Operating systems: understand current operating system platform, memory management, and resource allocation, optimization, and configuration; recover files
- Networking: be proficient with networking administration, TCP/IP, proxy servers, and intranets
- Technology planning: review equipment placement; prepare and maintain a

technology inventory; select replacements/additions

- Understand and manage licensing for staff computer software applications
- Understand open-source software options for software in libraries
- Demonstrate some level of proficiency with database applications and can run queries and reports on data
- Demonstrate some level of proficiency with electronic publishing applications
- Demonstrate some level of proficiency with photo-editing applications
- Emerging trends: understand new developments in technology and how they can benefit library staff and patrons; watch for new software/hardware and know how they can benefit library staff and patrons
- Tech support: create FAQs; communicate clearly with users; coach users in troubleshooting; create and follow procedures for receiving and processing tech support requests