Howard Tilton Memorial Library
Core Technology Competencies For Employees

Technology is a vital component of library operations and services. Library and information services employees must be comfortable with technology, as its importance will only continue to grow for the profession. Core competencies are defined as those skills needed by all library employee to improve the overall performance of the library and university as a whole. Level I and Level II are for all library employees and Level III is for library employees working in the library Information Technology Department.

Level I:

Basic Computer Hardware and Peripherals Knowledge and Skills:

- Understands terminology and functions of basic computer (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
- Recognize important of backing up files and how to do so
- Disconnect and reconnect cables, cords and connections
- Understands 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
- Perform computer maintenance tasks (e.g., empties "trash" or "recycle bin," restores files from trash, run disk cleanup)
- Familiar with Windows/MAC/Linux based operating systems as appropriate to hardware
- Use Windows Task Manager to close non-responsive programs
- Know when and how to reboot a computer
- Map network drives
- Save files on network shared drives

Basics of Security:

- Maintain physical security and safety of all library-owned hardware
- Familiar with and uses antia virus and antia spam software as advised by campus IT or library IT
- Recognizes secure transaction sites and understands what type of activities are conducted there (including downloading from safe/secure websites)
- Understands and applies the university's computer use policy
https://it.tulane.edu/acceptable-use-policy

Basic E-mail Skills:

- Know email address
- Compose, open, reply, forward, or 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
- Understands basics of email viruses and spam
- Know what a listserv is and how it functions

Basics of 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 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 plug-ins such as Acrobat, Flash

Basics of Software:

- Open and close applications correctly
- Open and save files to network shared drive(s)
- 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
- Demonstrates 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, Twitter, 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
- Demonstrates 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 database enabling to create and update web pages

Technology Management

- Hardware management: order, configure, image and install staff computers; install 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
- Install, configure, and maintain equipment and peripheral devices, including printers and scanners
- 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 FAQ lists; communicate clearly with users; coach users in troubleshooting; create and follow procedures for receiving and processing tech support requests