

# Howard-Tilton Memorial Library

## Core Technology Competencies For Employees

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Technology is a vital component of library operations and services. Library and information services staff must be comfortable with technology, as its importance will only continue to grow. Core competencies are defined as those skills needed by all H-TML employees 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 Information Technology.

### Level I:

Basics of E-mail: perform common e-mail application tasks

- Open, reply, forward, or delete email messages
- Have a basic understanding of email viruses and spam
- Compose an email message and send to appropriate email addresses
- Send, receive, open, and save email attachments
- Organize and manage email contacts and addresses
- Create folders and files for organization and grouping of emails
- Have a working knowledge of web-based email programs and desktop email programs
- Have ability to retrieve email from mobile device

Basics of Calendar and Task Management

- Use calendar feature in email program or other task management software
- Create and accept appointments
- Set recurring appointments
- Plan and schedule meetings including invitations to attendees
- Manage task lists pertaining to job duties and projects
- Manage calendar and tasks from mobile device

Basics of Hardware: knowledge of basic computer hardware and peripherals

- Understand terminology and functions of basic computer components (monitor, keyboard, mouse). Reference: [http://www.abc-clio.com/ODLIS/odlis\\_A.aspx](http://www.abc-clio.com/ODLIS/odlis_A.aspx)
- Be able to connect and install computer components and peripherals including cables, power cords, and USB connections
- Know Library IT contacts and the process for requesting IT assistance
- Use Windows Task Manager to close non-responsive programs; know when and how to reboot a computer
- Store files and data on common removable storage devices (USB drives, CD/DVD) and on network shares

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- Transfer files and data from computer and network shares to removable storage devices and vice versa
- Understand basic printer functions and troubleshooting procedures, including adding paper, replacing ink/toner cartridge, clearing jams, and canceling print jobs
- Adjusts the set-up, previews print jobs and performs print operations
- Ability to use scanners, projectors, and audio-visual devices
- Be able to use mobile devices such as smartphones and tablets to perform basic job duties

Basics of Internet: understand how to use the internet and instruct others on Internet usage

- Understand terminology and basic structure of the Internet and of the World Wide Web (websites, webpages, etc.)
- Basic knowledge of 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
- Use basic functions of web browsers (searching, navigation, bookmarks, favorites, printing)
- Find specific text in web pages
- Download and save files from the Internet including video, audio, and images
- Demonstrates familiarity with Web-based applications (in the “cloud”) versus desktop applications
- Keep pace with emerging and new technologies and how they might impact the library, including specific job duties
- Download or access online content via computer or mobile device

Basics of Security

- Maintain physical security and safety of all library-owned technology
- Understand and use anti-virus and anti-spam software
- Recognize secure transaction sites and understands what type of activities are conducted there (including downloading from safe/secure websites)
- Understands and applies the library’s computer usage policy
- Know rules of conduct for staff regarding email and computer use (Tulane University’s Computing and Information Dissemination Policies and Procedures – <http://d28htnjz2elwuj.cloudfront.net/wp-content/uploads/2002/07/Tulane-computing-13-14.pdf>)

Basics of Operating Systems: understand basic operating system functions

- Performs basic operating system functions (logs on/logs off, launches programs from the desktop or menu, uses multiple open windows, deletes files, able to create shortcuts)

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- Know how to change password
- Performs common file and folder management tasks and recognizes common file extensions
- Computer maintenance tasks (e.g., empties “trash” or “recycle bin,” restores files from trash, runs virus checks, run disk cleanup)
- Familiarity with Windows/MAC/Linux based operating systems as appropriate to hardware

### Basics of Software

- Knowledge of and use of common & industry standard software to perform job tasks
- Understand basic functions related to most applications (open/close, maximize, scroll, print, etc.) Understands and uses the features common to most applications (menus, toolbars, taskbar, Help menu, etc.)
- Performs basic word processing operations including creating and editing documents in MSOffice or other Office Production Suite

### Basics of Library-Specific Technologies

- Understand and be able to use Library OPAC, ILS, and Discovery Systems including terminology for each, searches in each, and basic circulation duties
- Search, Find, Request, and Obtain materials via the OPAC, ILS, and Discovery Systems
- Demonstrate knowledge of library website, contact information, and how to ask for assistance from relevant staff, depending on the issue at hand.
- Understand basics of Inter-Library Loan procedures and relevant staff members

## Level II:

### Internet Skills

- Know how to use an electronic mailing list (listserv), including subscribing, posting, and accessing archived messages.
- Add, use, and manage bookmarks/favorites
- Change the default home page
- Clear temporary Internet files and clear history
- Be familiar with blogs, wikis, and social media (Facebook, Twitter, etc.)
- Locate and use podcasts, e-books, and e-audiobooks
- Know how/where to look for emerging trends in online applications

### Library Catalog & Discovery System

- Perform keyword, author, and title searches
- Use advanced search strategies such as ISBN, format, etc.

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- 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
- View borrower information such as holds, fines and other blocks
- Be familiar with finding and using other library catalogs
- Have a basic understanding of metadata schema

### Library Databases

- Be familiar with the databases available at Tulane and how to search them
- Assist patrons in selecting the appropriate database for their searches

**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 content management software
- Update existing web page using library's content management 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

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- 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