# CORE Staff Technology Competencies

The mission of the Denver Public Library is to connect people with information, ideas, and experiences. Increasingly, technology is used to mediate that connection. The following core technology competencies are designed to give staff a basic foundation in using computers and technology. Training based on these competencies will enable staff to better help DPL’s customers meet their information needs.

Explanation of the competency levels

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

Level 1 – All Staff  
Competencies that all Denver Public Library employees are expected to meet.

Level 2 – Public Services Staff  
Competencies expected to be met by public services staff. Generally, this classification would include positions such as Circulation Clerk.

Level 3 – Information Professionals  
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 Program Associate and Librarian.

Level 4 – Specialized  
The highest-level competencies are reserved for specialty situations that might only apply to certain locations or positions. An example of such a situation is staff of the Community Technology Center.

These levels serve as general guidelines and are meant to be flexible. As an example, Circulation Clerks at Central might have distinctly different expectations from those at a small branch, and thus might be asked to meet different levels of competency within the various technology categories. Any given staff member might fall in different competency levels for different categories.

## Hardware

Level 1:

#### Competency:

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

* Monitor
* CPU
* Mouse
* Keyboard (including function keys)
* Headphones/Headsets
* Printers
* Speakers
* Removable storage devices (e.g., flash drives, compact discs)
* Any other hardware specific to your work location, including but not limited to:
  + Machinery and tools related to DPL’s RFID implementation
  + Equipment related to circulation, including self checkout machines, receipt printers and barcode scanners
  + Smartboards

#### resources:

##### DPL:

* Computer Hardware 101 (class)
* Circulation Training modules
* On-the-job informal training from supervisors and peers

##### External:

* Library Tech Competencies - Hardware <http://librarytechcomps.pbworks.com/w/page/26237450/Core-Hardware>

## Internet

Level 1:

#### competency:

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
* Finding help
* Clear cache/history/cookies
* Complete online forms
* Know how to use a search engine to find basic information

#### resources:

##### dpl:

* Computer Basics: Internet (Public/staff class offered in CTC)
* Computer Basics: Finding and Saving Files (Public/staff class offered in CTC)

##### External:

* Library Tech Competencies – Internet <http://librarytechcomps.pbworks.com/w/page/26237493/Core-Internet>

Level 2:

#### competency:

Know how to Participate in eLearning Activities

#### resources:

##### dpl:

* DPL Webinars

Level 3:

#### competency:

Have a general understanding of the following:

* How to interpret parts of a URL
* Web-based email programs (e.g., Gmail, Yahoo)
* Web-based office software (e.g., Google Docs, Zoho)
* How to use web-based tools such as Listservs, RSS feeds, and blogs
* Using instant messaging
* Popular social networking websites

#### resources:

##### dpl:

* Computer Basics: Yahoo! Email (Public/staff class offered in CTC)
* Computer Basics: Internet (Public/staff class offered in CTC)
* Other Public/staff CTC classes

competency:

Know how to use multiple search engines

#### resources:

##### dpl:

* Search Engine Wars (class)

##### external:

* Search Engine Land <http://searchengineland.com/>

Level 4:

#### competency:

Have a general understanding of other Internet products and resources pertinent to helping customers at your location

#### resources:

##### dpl:

* Classes developed as needed

## Library Resources

Level 1:

#### competency:

Be familiar with the following:

* Public Internet User policies, including filtering, and time limits
* Appropriate logins and passwords for location
* Know all options for contacting the help desk when you have technical difficulties
* Understand how to retrieve and save files to DPL’s network drives
* Be aware of the security limitations of DPL’s wireless and wired networks

#### resources:

##### dpl:

* Supervisor instruction via New Employee Checklist

competency:

Know how to use DPL’s email system including:

* How to open, send, and store messages
* How to limit size of attachments

#### resources:

##### dpl:

* Groupwise Basics (class)

##### External:

* Groupwise Knowledge Base: <http://www.novell.com/support/microsites/microsite.do>

competency:

Know how to find information on StaffWeb

#### resources:

##### dpl:

* Getting to know StaffWeb (class)

competency:

Know how to navigate DPL’s public websites

#### resources:

##### dpl:

* Understanding DPL’s Web presence (class)

competency:

Know how to navigate DPL’s online catalog

#### resources:

##### dpl:

* Navigating the OPAC (class)

competency:

Understand how to track your learning and growth in MyTRACKS

#### resources:

##### dpl:

* MyTRACKS 101 (class)

Level 2:

#### competency:

Understand how to use and help customers use the public access computers time and reservation management system, and public PC printing procedures, including public computing troubleshooting

#### resources:

##### dpl:

* Everything you need to know about public computing (class)

competency:

Have an awareness of ADA technologies available at various DPL libraries

#### resources:

##### dpl:

* Supervisor instruction via New Employee Checklist
* http://denverlibrary.org/content/services-persons-disabilities

competency:

Understand basic functioning of the Polaris ILS (Integrated Library System) as applicable to your job, including procedures for logging out when finished with your session

#### resources:

##### dpl:

* Appropriate Polarisclasses

COMPETENCY:

Be aware of trends in e-books and e-media, and DPL’s collection regarding electronic materials

#### resources:

##### dpl:

* eMedia: Downloadable eBooks, Audio eBooks, and eFlicks (class)
* Roving tech petting zoo

##### external:

* Overdrive Device Resource Center

<http://www.overdrive.com/Resources/DRC/Default.aspx>

Level 3:

#### competency:

Understand the basic content of DPL’s licensed databases and know how to best use the various databases to help meet customers’ information needs

#### resources:

##### dpl:

* In-house and vendor database training classes & webinars

competency:

Understand the following about DPL’s public computing:

* How to upload files on a public PC
* How to connect to DPL’s WiFi network

#### resources:

##### dpl

* Everything you need to know about public computing (class)

Level 4:

#### competency:

Know how to access and use appropriate DPL Web resources, including:

* How to write a blog post and respond to customer comments
* How to add new events to the events calendar
* How to add reviews to denverlibrary.org

#### resources:

##### DPL:

* Events calendar (class)

competency:

Understand how to enter and retrieve Library-related statistics and data such as the Programming Activity Database, Door Count, and Reference Tracking data

#### resources:

##### dpl:

* On-the-job training and handouts as required

competency:

Have a familiarity with the use of ADA technologies available at your location

#### resources:

##### dpl:

* On-the-job training from supervisors and peers at location

competency:

Know how to conduct a virtual reference interview (e.g., AskColorado)

#### resources:

##### dpl:

* AskColorado Training (class)

## Security

Level 1:

#### Competency:

Demonstrate an understanding of security-conscious computer use including:

* Know how to keep logins secure and choose good passwords
* Know how to log out of sites with personal information, including Polaris
* Recognize characteristics of email scams
* Understand email spam and how to control it
* Know the danger of opening unknown attachments
* Have an understanding of how antivirus software works
* Recognize the dangers of popup scams
* Grasp the importance of backing up files
* Know the dangers of customer access to staff PCs

#### resources:

##### DPL:

* Computer Security (class)

## Software

Level 1:

#### competency:

Have an understanding of the following basic computing concepts:

* The Windows Operating System, desktop and its icons
* Managing files and folders
* Functions common to most applications, such as copy, paste, open, save, print
* Adjusting screen resolution
* Printing all or part of a document
* Basic keyboard shortcuts
* Scrolling
* Using task manager to close unresponsive programs

#### resources:

##### dpl:

* Computer Basics: Getting Started (Public/staff class offered in CTC)
* Computer Basics: Saving and Finding Files (Public/staff class offered in CTC)

##### External:

* Library Tech Competencies – Software <http://librarytechcomps.pbworks.com/w/page/26237506/Core-Software-Applications>

competency:

Have a basic understanding of the software that you need to use for your job

#### resources:

##### dpl:

* On-the-job training from supervisors and peers

##### External:

* Library Tech Competencies – Software <http://librarytechcomps.pbworks.com/w/page/26237506/Core-Software-Applications>

competency:

Understand the basics of MS Word

#### resources:

##### dpl:

* Computer Basics: MS Word (Public/staff class offered in CTC)

##### External:

* Custom Guide Quick References

<http://www.customguide.com/computer-training/quick-references>

Level 2:

#### competency:

Understand the basics of MS Excel

#### resources:

##### dpl:

* Computer Basics: MS Excel (Public/staff class offered in CTC)

##### External:

* Custom Guide Quick References

<http://www.customguide.com/computer-training/quick-references>