









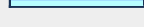



















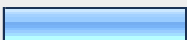
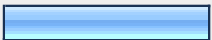





WebJunction Technology Competencies Evaluation

1. In what US state or Canadian province do you work?			Response Percent	Response Count
Alabama			0.4%	5
Alaska			0.2%	3
Arizona			0.8%	10
Arkansas			0.3%	4
California			3.3%	42
Colorado			1.1%	14
Connecticut			1.6%	20
Delaware			0.1%	1
District of Columbia			1.2%	15
Florida			2.0%	25
Georgia			14.4%	183
Hawaii			0.1%	1
Idaho			0.6%	7
Illinois			6.0%	76
Indiana			2.4%	30
Iowa			1.2%	15
Kansas			0.8%	10
Kentucky			0.4%	5
Louisiana			0.5%	6
Maine			0.2%	2
Maryland			1.3%	17
Massachusetts			1.9%	24
Michigan			2.7%	34
Minnesota			1.1%	14

Mississippi		0.7%	9
Missouri		0.9%	11
Montana		0.2%	2
Nebraska		0.4%	5
Nevada		0.0%	0
New Hampshire		0.7%	9
New Jersey		1.5%	19
New Mexico		2.7%	34
New York		3.2%	41
North Carolina		2.0%	26
North Dakota		0.0%	0
Ohio		3.1%	39
Oklahoma		0.0%	0
Oregon		0.9%	11
Pennsylvania		1.6%	20
Rhode Island		0.2%	3
South Carolina		1.4%	18
South Dakota		0.3%	4
Tennessee		0.6%	8
Texas		3.6%	46
Utah		0.6%	8
Vermont		0.5%	6
Virginia		10.1%	128
Washington		4.2%	53
West Virginia		0.5%	6
Wisconsin		1.7%	21
Wyoming		0.3%	4
Alberta		1.2%	15

British Columbia		8.0%	102
Manitoba		0.0%	0
New Brunswick		0.1%	1
Newfoundland		0.0%	0
Northwest Territories		0.0%	0
Nova Scotia		0.0%	0
Nunavut		0.0%	0
Ontario		1.2%	15
Prince Edward Island		0.0%	0
Quebec		0.2%	3
Saskatchewan		0.4%	5
Yukon		0.0%	0
Other (Please indicate below)		2.8%	35
If you work outside the US or Canada, please indicate your country here:			36
answered question			1,270
skipped question			0

2. Total number of people your library serves:			
		Response Percent	Response Count
0-4,999		19.8%	252
5,000 - 24,999		22.5%	286
25,000 - 99,999		27.3%	347
100,000+		24.5%	311
NOT SURE / Non-library organization		5.8%	74
answered question			1,270
skipped question			0

3. Please indicate your library type:			Response Percent	Response Count
State Agency or Association			4.0%	51
Public Library			60.3%	766
Library Consortium			2.0%	25
School Library			2.3%	29
Academic Library			22.0%	280
Special Library			5.0%	64
Vendor			0.5%	6
Other (please specify)			3.9%	49
		answered question		1,270
		skipped question		0

4. I would like to evaluate my level of skill with:			Response Percent	Response Count
selected Core Technology competencies			78.5%	960
selected Systems & IT competencies			21.5%	263
		answered question		1,223
		skipped question		47

5. Rate yourself on your level of skill with basic computer hardware components:

	Strong	Moderate	Minimal	No skill	Does not apply	Response Count
Understanding basic technology terminology	68.3% (609)	30.3% (270)	1.5% (13)	0.0% (0)	0.0% (0)	892
Recognizing the functions of basic computer components (computer, monitor, keyboard, mouse, power supply, printer)	94.6% (844)	5.2% (46)	0.2% (2)	0.0% (0)	0.0% (0)	892
Performing basic operations on computer hardware (plug in, start-up, shut-down, reboot, mouse functions, keyboard functions, using headphones and speakers)	91.5% (816)	8.0% (71)	0.6% (5)	0.0% (0)	0.0% (0)	892
Recognizing common removable storage devices and the appropriate drives (CD or DVD disks, USB drives, floppy disk)	90.5% (807)	8.3% (74)	1.1% (10)	0.1% (1)	0.0% (0)	892
Performing basic troubleshooting procedures for computer hardware and peripherals	59.9% (534)	33.0% (294)	6.7% (60)	0.3% (3)	0.1% (1)	892
Understanding the setup and use of data projectors and other audio-visual equipment	36.5% (326)	40.2% (359)	18.6% (166)	3.1% (28)	1.5% (13)	892
Performing basic printer maintenance tasks (start-up, load paper and cartridges, clear paper jam)	79.9% (713)	18.5% (165)	1.6% (14)	0.0% (0)	0.0% (0)	892
	<i>answered question</i>					892
	<i>skipped question</i>					378

6. Rate yourself on your level of skill with basic operating system functions:							
	Strong	Moderate	Minimal	No skill	Does not apply	Rating Average	Response Count
Performing basic operating system functions (log on/log off, launch programs, use multiple open windows, delete files)	92.3% (823)	7.1% (63)	0.7% (6)	0.0% (0)	0.0% (0)	1.08	892
Performing common file and folder management tasks	81.8% (730)	15.5% (138)	2.4% (21)	0.1% (1)	0.2% (2)	1.21	892
Performing basic computer maintenance tasks (clean external surfaces, empty "trash" or "recycle bin," restore files from trash, run virus checks)	76.7% (684)	18.3% (163)	4.6% (41)	0.1% (1)	0.3% (3)	1.29	892
	answered question						892
	skipped question						378

7. Rate yourself on your level of skill with basic functions and tasks of common software programs:							
	Strong	Moderate	Minimal	No skill	Does not apply	Rating Average	Response Count
Identifying different types and uses of common software applications	71.3% (609)	25.3% (216)	3.2% (27)	0.2% (2)	0.0% (0)	1.32	854
Performing the manipulations common to most applications (open/close, maximize, scroll, print)	91.3% (780)	8.3% (71)	0.2% (2)	0.1% (1)	0.0% (0)	1.09	854
Using the features common to most applications (menus, toolbars, taskbar, Help menu)	88.2% (753)	10.9% (93)	0.8% (7)	0.1% (1)	0.0% (0)	1.13	854
Performing basic procedures to address software application problems	59.4% (507)	33.4% (285)	6.6% (56)	0.7% (6)	0.0% (0)	1.49	854
	answered question						854
	skipped question						416

8. Rate yourself on your level of skill with basic word processing operations:

	Strong	Moderate	Minimal	No skill	Does not apply	Response Count
Creating, opening, and saving or deleting files	93.2% (796)	6.1% (52)	0.7% (6)	0.0% (0)	0.0% (0)	854
Selecting, cutting, copying, pasting, or deleting text	93.3% (797)	5.7% (49)	0.7% (6)	0.2% (2)	0.0% (0)	854
Performing operations to structure, format, and spell-check documents	80.0% (683)	18.1% (155)	1.8% (15)	0.1% (1)	0.0% (0)	854
	<i>answered question</i>					854
	<i>skipped question</i>					416

9. Rate yourself on your level of skill with basic printing operations:

	Strong	Moderate	Minimal	No skill	Does not apply	Rating Average	Response Count
Identifying printers available for a given workstation	83.7% (715)	14.3% (122)	1.5% (13)	0.1% (1)	0.4% (3)	1.19	854
Identifying local versus networked printers	64.3% (549)	28.2% (241)	5.9% (50)	0.6% (5)	1.1% (9)	1.46	854
Adjusting the setup, previewing print job, and performing print operations	82.1% (701)	16.6% (142)	1.2% (10)	0.0% (0)	0.1% (1)	1.19	854
	<i>answered question</i>						854
	<i>skipped question</i>						416

10. Rate yourself on your level of skill with the Internet and the World Wide Web:						
	Strong	Moderate	Minimal	No skill	Does not apply	Response Count
Understanding the basic structure of the Internet and of the World Wide Web (websites and web pages)	85.2% (702)	13.7% (113)	1.1% (9)	0.0% (0)	0.0% (0)	824
Identifying and using common browsers for accessing the Web	86.7% (714)	11.9% (98)	1.3% (11)	0.1% (1)	0.0% (0)	824
Understanding and using URLs	84.8% (699)	12.6% (104)	2.3% (19)	0.2% (2)	0.0% (0)	824
Using common functions of Web browsers (navigation buttons, scroll, add "bookmarks" or "favorites," print)	89.2% (735)	9.3% (77)	1.3% (11)	0.1% (1)	0.0% (0)	824
Downloading and saving files from the Internet, including image, audio, and video	67.5% (556)	26.2% (216)	5.6% (46)	0.7% (6)	0.0% (0)	824
Downloading e-books and audio books	42.0% (346)	37.9% (312)	12.1% (100)	5.1% (42)	2.9% (24)	824
	answered question					824
	skipped question					446

11. Rate yourself on your level of skill with basic information searches:							
	Strong	Moderate	Minimal	No skill	Does not apply	Rating Average	Response Count
Identifying and using search engines, Web directories, and online databases	79.0% (651)	19.7% (162)	1.3% (11)	0.0% (0)	0.0% (0)	1.22	824
Evaluating information for quality and credibility	77.7% (640)	19.8% (163)	2.5% (21)	0.0% (0)	0.0% (0)	1.25	824
Using a variety of search strategies (keyword, Boolean operators)	68.2% (562)	26.1% (215)	5.2% (43)	0.5% (4)	0.0% (0)	1.38	824
Utilizing the "Find" feature to locate information on a web page	78.3% (645)	15.9% (131)	5.3% (44)	0.4% (3)	0.1% (1)	1.28	824
	answered question						824
	skipped question						446

12. Rate yourself on your level of skill with common security protocols related to Internet use:

	Strong	Moderate	Minimal	No skill	Does not apply	Rating Average	Response Count
Understanding the purpose of anti-virus and anti-spam software	76.2% (628)	19.8% (163)	3.8% (31)	0.2% (2)	0.0% (0)	1.28	824
Identifying pop-up windows and blocking or allowing them as necessary	70.1% (578)	24.2% (199)	5.5% (45)	0.2% (2)	0.0% (0)	1.36	824
Understanding the function of cookies	54.0% (445)	33.5% (276)	10.7% (88)	1.7% (14)	0.1% (1)	1.60	824
Recognizing secure transaction sites and understanding what type of activities are conducted there	63.0% (519)	28.3% (233)	7.5% (62)	1.0% (8)	0.2% (2)	1.47	824
Understanding and applying the library's computer and Internet usage policies (CIPA, privacy, security)	59.8% (493)	31.7% (261)	6.7% (55)	0.5% (4)	1.3% (11)	1.52	824
	<i>answered question</i>						824
	<i>skipped question</i>						446

13. Rate yourself on your level of skill with administration of computer equipment and peripheral devices:

	Strong	Moderate	Minimal	No skill	Does not apply	Response Count
Understanding in detail the functions of the computer hardware, internal components, peripherals, and external storage drives	51.3% (97)	39.7% (75)	6.9% (13)	1.1% (2)	1.1% (2)	189
Performing advanced troubleshooting methodologies for computer hardware and peripherals	31.2% (59)	48.1% (91)	17.5% (33)	2.1% (4)	1.1% (2)	189
Installing and configuring a variety of computer components	43.4% (82)	36.5% (69)	14.8% (28)	3.7% (7)	1.6% (3)	189
Understanding hardware performance and the impact of individual components on performance	36.0% (68)	40.2% (76)	18.5% (35)	4.2% (8)	1.1% (2)	189
Pursuing the most effective and efficient ways to obtain technical support	51.3% (97)	33.3% (63)	13.2% (25)	1.1% (2)	1.1% (2)	189
Isolating, identifying, and articulating problems with hardware	34.4% (65)	46.0% (87)	14.3% (27)	4.2% (8)	1.1% (2)	189
	<i>answered question</i>					189
	<i>skipped question</i>					1,081

14. Rate yourself on your level of skill with administration of printers and scanners:							
	Strong	Moderate	Minimal	No skill	Does not apply	Rating Average	Response Count
Connecting printers, adding printer drivers, and configuring properties	66.7% (126)	22.8% (43)	6.9% (13)	0.5% (1)	3.2% (6)	1.51	189
Connecting scanners, adding scanner drivers, and configuring properties	55.6% (105)	28.6% (54)	9.0% (17)	3.7% (7)	3.2% (6)	1.70	189
Supporting users' access to networked printers and scanners	45.5% (86)	36.0% (68)	13.2% (25)	1.1% (2)	4.2% (8)	1.83	189
Isolating, identifying, and articulating problems with printers and scanners	37.6% (71)	44.4% (84)	11.6% (22)	2.1% (4)	4.2% (8)	1.91	189
	answered question						189
	skipped question						1,081

15. Rate yourself on your level of skill with administration of operating systems:							
	Strong	Moderate	Minimal	No skill	Does not apply	Rating Average	Response Count
Selecting, installing, and configuring appropriate operating system(s)	42.3% (80)	28.6% (54)	17.5% (33)	8.5% (16)	3.2% (6)	2.02	189
Understanding the terminology, specifications, and functions of the operating systems in use	48.7% (92)	34.9% (66)	11.6% (22)	2.6% (5)	2.1% (4)	1.75	189
Devising and executing a plan for operating system maintenance and update tasks	32.8% (62)	34.9% (66)	15.9% (30)	10.6% (20)	5.8% (11)	2.22	189
Troubleshooting problems with the operating systems	32.8% (62)	37.0% (70)	18.5% (35)	7.4% (14)	4.2% (8)	2.13	189
Devising and sustaining effective backup strategies	25.9% (49)	35.4% (67)	22.2% (42)	11.1% (21)	5.3% (10)	2.34	189
Understanding and executing the process of imaging PCs	18.0% (34)	20.6% (39)	29.1% (55)	24.9% (47)	7.4% (14)	2.83	189
Managing the process for upgrading systems	32.8% (62)	25.9% (49)	21.7% (41)	13.2% (25)	6.3% (12)	2.34	189
	answered question						189

16. Rate yourself on your level of skill with administration of the library's local area networks (LAN):

	Strong	Moderate	Minimal	No skill	Does not apply	Response Count
Understanding network terminology, protocols, addresses, and ports	29.6% (48)	42.6% (69)	20.4% (33)	3.7% (6)	3.7% (6)	162
Identifying and configuring the key components for set-up of the local area network (LAN)	21.0% (34)	33.3% (54)	24.7% (40)	11.7% (19)	9.3% (15)	162
Understanding the infrastructure that supports the library's LAN and identifying site-specific network needs	21.6% (35)	29.0% (47)	26.5% (43)	14.8% (24)	8.0% (13)	162
Identifying the options for network administration of hardware and software	22.2% (36)	29.0% (47)	24.1% (39)	16.0% (26)	8.6% (14)	162
Understanding core differences between workstation and server configurations	35.8% (58)	26.5% (43)	21.6% (35)	9.3% (15)	6.8% (11)	162
Understanding the operations of client/server and peer-to-peer networks, and the advantages of each	27.2% (44)	33.3% (54)	22.2% (36)	11.7% (19)	5.6% (9)	162
Applying the principles of user id and account management schema and tools	27.2% (44)	31.5% (51)	18.5% (30)	15.4% (25)	7.4% (12)	162
	answered question					162
	skipped question					1,108

17. Rate yourself on your level of skill with administration of the library's wireless networks:							
	Strong	Moderate	Minimal	No skill	Does not apply	Rating Average	Response Count
Identifying the library's site-specific factors and their impact on wireless signal transmission	19.8% (32)	30.9% (50)	19.8% (32)	18.5% (30)	11.1% (18)	2.70	162
Identifying the setup options and the necessary equipment	18.5% (30)	32.1% (52)	22.2% (36)	15.4% (25)	11.7% (19)	2.70	162
Installing and configuring the wireless components	21.6% (35)	22.8% (37)	24.1% (39)	17.9% (29)	13.6% (22)	2.79	162
Applying effective security protocols for all wireless networks	11.7% (19)	25.3% (41)	30.2% (49)	18.5% (30)	14.2% (23)	2.98	162
Identifying equipment needs for individual computers	26.5% (43)	26.5% (43)	22.2% (36)	13.6% (22)	11.1% (18)	2.56	162
	<i>answered question</i>						162
	<i>skipped question</i>						1,108

18. Rate yourself on your level of skill with implementing network security:							
	Strong	Moderate	Minimal	No skill	Does not apply	Rating Average	Response Count
Understanding network security architecture and protocols	13.0% (21)	34.6% (56)	32.7% (53)	13.0% (21)	6.8% (11)	2.66	162
Understanding hardware-and software-based security solutions	18.5% (30)	34.6% (56)	28.4% (46)	11.1% (18)	7.4% (12)	2.54	162
Establishing a password management system and maintaining secure passwords	30.2% (49)	25.3% (41)	21.0% (34)	13.6% (22)	9.9% (16)	2.48	162
Identifying and addressing potential and real security and privacy threats related to computer and Internet use	19.1% (31)	35.2% (57)	24.7% (40)	12.3% (20)	8.6% (14)	2.56	162
Developing a plan for regular and automated security maintenance tasks	18.5% (30)	26.5% (43)	29.0% (47)	16.0% (26)	9.9% (16)	2.72	162
Consulting appropriate sources to stay informed of emerging security threats and the most current strategies and tools	24.1% (39)	32.1% (52)	25.3% (41)	11.1% (18)	7.4% (12)	2.46	162


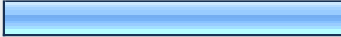
	<i>answered question</i>	162
	<i>skipped question</i>	1,108


19. Rate yourself on your level of skill with administration of the library's public access computers and networks:						
	Strong	Moderate	Minimal	No skill	Does not apply	Response Count
Understanding the nature of security threats to a public access system	39.0% (60)	38.3% (59)	14.3% (22)	3.2% (5)	5.2% (8)	154
Selecting and installing appropriate computer, networking, and peripheral hardware for public use	40.3% (62)	25.3% (39)	15.6% (24)	9.1% (14)	9.7% (15)	154
Installing and configuring appropriate operating systems and software applications for public use	39.6% (61)	26.6% (41)	13.6% (21)	11.7% (18)	8.4% (13)	154
Selecting, installing and configuring appropriate public access computer security measures	30.5% (47)	29.2% (45)	14.9% (23)	14.9% (23)	10.4% (16)	154
Selecting, installing and configuring access, bandwidth and content restriction measures as directed by library policy	14.9% (23)	27.9% (43)	20.8% (32)	19.5% (30)	16.9% (26)	154
Identifying and implementing options for reservation, time, and print management systems	25.3% (39)	25.3% (39)	18.8% (29)	14.9% (23)	15.6% (24)	154
	<i>answered question</i>					154
	<i>skipped question</i>					1,116

20. Rate yourself on your level of skill with with maintaining and troubleshooting the library's public computers, networks, and security:

	Strong	Moderate	Minimal	No skill	Does not apply	Rating Average	Response Count
Developing and executing plans for maintenance and update tasks of public computer hardware, operating systems, security, and applications	29.2% (45)	31.8% (49)	13.0% (20)	14.9% (23)	11.0% (17)	2.47	154
Tracking and maintaining software licenses to ensure currency	28.6% (44)	31.8% (49)	16.9% (26)	9.1% (14)	13.6% (21)	2.47	154
Keeping current of advances in tools and applications of benefit to patrons and determining the implications of deploying them on the public computers	29.2% (45)	35.7% (55)	17.5% (27)	9.1% (14)	8.4% (13)	2.32	154
	<i>answered question</i>						154
	<i>skipped question</i>						1,116

21. From this list of Technology Systems & IT competency areas on WebJunction, please select *three* for which you are most interested in improving your skills and knowledge.

		Response Percent	Response Count
Digital Resource Technology		28.8%	44
Enterprise Computing		7.2%	11
Hardware		9.8%	15
Networking & Security		46.4%	71
Operating & Automation Systems		17.6%	27
Public Access Computing		26.8%	41
Server Administration		37.3%	57
Software Applications		16.3%	25
Technology Planning		23.5%	36
Technology Policies		11.1%	17
Technology Training		22.9%	35

Web Design & Development		52.3%	80
	<i>answered question</i>		153
	<i>skipped question</i>		1,117

22. If you would be willing to fill out a short follow-up survey about your experience with the competencies, please indicate your email address below:

	Response Count
	323
<i>answered question</i>	323
<i>skipped question</i>	947

23. Do you have any comments you'd like to share about the evaluation or about technology competencies?

	Response Count
	86
<i>answered question</i>	86
<i>skipped question</i>	1,184