

Estes Valley Library

Staff Tech Competencies Checklist

Welcome to the Estes Valley Library. Estes Valley Library staff members are all expected to maintain a set of “core competencies” relative their understanding of technology. This “Staff Tech Competencies Checklist” outlines the skills that you will be asked to learn as a condition of your employment. These technical competencies are not all inclusive; many specific library jobs call for technical skills not covered in the competencies skills checklist; to be successful in your employment each staff member must understand the competencies as well as the tech skills needed for daily job activities. The core skills outlined in the checklist also represent a minimum skills level; all staff members are encouraged to develop their technical skills beyond the competencies checklist.

The Tech Competencies Checklist is intended to be each staff members working document towards technical skills proficiency. Beginning 30 days after employment new staff members should begin working on the checklist skills; all practice, training, and the mid-term and final evaluations should be completed no later than 120 days later. Your supervisor will note the important dates on your orientation checklist and on this page. Learning time is paid time; please always note “tech skills” time for your supervisor when filling out payroll documentation.

Note that the mid-term is intended to check your progress, and your final is intended as a determinate of your ability to learn the skills and fulfill the responsibilities of employment at the library. Staff members must score at least an 80% on the final evaluation. If any final categories score below a “B” then the employee will be asked to work on those skills.

Many resources are available to you to assist in learning the tech skills; it is up to you to take advantage of these resources (please see the Tech Skills Resources document).

- Mid-term by:
- Final by:

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Skills to learn & tasks to complete before your Mid-Term:

- ❑ **Public Computers and Printer**
 - Log in to a public computer and print a page
 - Be familiar with policies around public computer and printer use; find the policies on the library website

- ❑ **Wi-Fi**
 - Connect an iPad to “Estes Library WiFi” network and agree to the terms of service

- ❑ **Hondius Room A/V**
 - Connect a computer with HDMI and project a YouTube video
 - Play a DVD using built-in MacMini
 - Show a PowerPoint from a flash drive using built-in MacMini
 - Connect an iPad to Airplay/AppleTV and project a YouTube video

- ❑ **Technical Reference Interview**
 - Go to <http://create.coloradovirtuallibrary.org/online-tech-training-staff> and choose 1. Use a Technology Reference Interview. Click through the slides (there is no audio).
 - Conduct a technical reference interview with patron before asking for help from other library staff
 - You might not know the answer, but you can help them find resources such as eServices instructions or Google their question before asking other staff for help

- ❑ **3M eBooks**
 - Reserve a book using the 3M station downstairs, then download to a mobile device of your choice using the 3M app, open to a page, and return
 - Checkout a book on a mobile device of your choice using the 3M app, open to a page, and return
 - List mobile devices that work with 3M (Yes, Kindle Fire. No, basic Kindle)

- ❑ **OverDrive**
 - Borrow and stream an eBook on a computer from www.overdrive.com
 - Borrow, download, and listen from your bookshelf to an audiobook with the OverDrive app on a mobile device

- ❑ **StaffShare**
 - In StaffShare / Staff Tech Training 2016 / New Staff Tech Training / New Staff Tech Training tracking enter the date you complete the Mid-Term and Final Assessments
 - Save the document and quit Excel

- ❑ **Wiki and Staff Calendar**
 - Log into the Wiki to view Technical Services Resources
 - Log into the Staff Calendar to view desk shifts with subs

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Skills to learn before your Final Assessment:

- ❑ **Wasson Room A/V**
 - Connect a computer with HDMI and project a YouTube video
 - Play a DVD using built-in MacMini
 - Show a PowerPoint from a flash drive using built-in MacMini
 - Connect an iPad to Airplay/AppleTV and project a YouTube video

- ❑ **Computer Classroom A/V**
 - Connect a computer with HDMI and project a YouTube video
 - Connect an iPad to Airplay/AppleTV and project a YouTube video

- ❑ **Downstairs Copier**
 - Load all 3 paper sizes
 - Copy from 8 ½ x 11 to 11 x 17 and vice-versa
 - Copy from 1-sided to 2-sided and vice-versa
 - Copy a driver's license showing the front & back of the license on one sheet of paper

- ❑ **Staff Copier**
 - Scan & email a document to yourself. Rename the doc and email it to Diana.
 - Use the bypass paper tray to copy a document on to colored paper

- ❑ **Library Website (www.estesvalleylibrary.org)**
 - Locate: a list of upcoming children's programs, staff contacts, and a library card application
 - Place an item on hold
 - Place an Inter Library Loan request
 - Search for an item by collection and use the Read-A-Likes tool to find other items like it
 - Find a list of library Board of Trustees
 - Find a library application for employment

- ❑ **Library Event Calendar**
 - Log in and register a patron for an event on the calendar
 - Cancel an event attendee
 - Transfer an event attendee to another event

- ❑ **Catalog Station Computers**
 - Close extra tabs and windows
 - Force quit the browser / reboot the computer (depending on the machine) when the computer is unresponsive

- ❑ **Children's Computers**
 - End the current session: Ctrl - Alt - End
 - Turn off a machine
 - Turn on a machine

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- ❑ **Identify File Extensions**
 - Identify which programs open these file extensions: .docx, .xlsx, .pptx
- ❑ **Telephone System**
 - Blind transfer a call
 - Put a call on hold, then pick it back up
- ❑ **Voicemail**
 - Blind transfer a voicemail
 - Check your voicemail remotely (by calling in from a cell phone)
 - *** Staff who don't have their own voicemail are exempt ***
 - Place an Out of Office message on your voicemail, then delete it
 - *** Staff who don't have their own voicemail are exempt ***
- ❑ **Email**
 - Create a folder in your inbox and move a message into it
 - Enter a contact in your email's address book
 - Recognize a suspicious email
- ❑ **hoopla**
 - Borrow a movie on a computer from www.hoopladigital.com
 - Borrow a music album from the hoopla app on a mobile device
 - List mobile devices that work with hoopla
- ❑ **Playaways**
 - Listen to a Playaway audiobook
 - Rewind and fast forward by chapter
 - Change the batteries