



## Minimum Core Technology Competency Checklist

Below is a generic version of a Minimum Core Competency Checklist. This list was derived with the help of **Katherine Huddle and her team at the Carmel Clay Public Library**. Your individual checklist may vary depending on the needs and practices of your library. The best practice is to always know when and who to go to for help.

### COMPUTER BASICS

	Self-Assessment	Supervisor Assessment
Locate power buttons on CPU, monitor, printers, and receipt printer		
Know difference between log off, restart, and shut down in Windows and/or Mac		
Restart a frozen computer		
Print screen		
Log into library computers using staff log-in		
Insert and use flash drives		
Knows what 'the cloud' is		
Know how to get to library's website & major features		

### WINDOWS

	Self-Assessment	Supervisor Assessment
Minimize, maximize, resize, and restore windows		
Navigate, create & delete folders		
Open folders & documents		
Copy, paste, and drag and drop files		
Save files to specific locations		

### SECURITY

	Self-Assessment	Supervisor Assessment
Understand what a virus is and the potential security threats posed (ex: email attachments)		
Have a system or utility for developing and remembering passwords		

### SCANNER

	Self-Assessment	Supervisor Assessment
Scan document or image		
Save scanned documents to flash drive/email/folder		

### PRINTING/COPYING

	Self-Assessment	Supervisor Assessment
Turn printers on & off		
Add paper to printers		



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Print specific pages in a document & two-sided to designated printer		
Print selections within a document or webpage to designated printer		
Photocopy items on glass and in tray		

### INTERNET

	Self-Assessment	Supervisor Assessment
Open and close browser		
Perform a search & type in URLs		
Open and close tabs		
Use common browser functions such as favorites/bookmarks		
Evaluate information for quality and credibility		
Apply library's computer use policy		
Connect to library's Wi-Fi		

### EMAIL

	Self-Assessment	Supervisor Assessment
Log in to email		
Create folders in inbox		
Send, open, forward & delete messages		
Add contacts		
Attach file to email		
Save attachments & print from email		
Set up email signature & autoresponder message		

### CATALOG

	Self-Assessment	Supervisor Assessment
Navigate to library's catalog		
Log in to your account (and why it's important to log out on public computer)		
Perform reliable searches		
How and when to add limiters to searches (limit searches to specific materials, show only items available)		
Recognize in results the type of item (print, DVD, Music CD, etc.)		
Place a hold on an item		
Recognize if an item is available		



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### INTRANET/SHARED DRIVE

	Self-Assessment	Supervisor Assessment
Access your department's user folder, if applicable		
Know difference between local folder vs. network folder		

### MICROSOFT EXCEL

	Self-Assessment	Supervisor Assessment
Know difference between workbooks and worksheets		
Sort by rows or columns		
Add items to spreadsheet		
Clear cells		
Delete & insert rows & columns		
Save document (and to where)		

### MICROSOFT WORD

	Self-Assessment	Supervisor Assessment
Select, cut, copy, paste, and delete text		
Change font color, style, and size		
Rename file		
Use spell check		
Insert images or clipart		
Count words in a document		
Format text (underline, bold, center)		
Save document (and to where)		

### OVERDRIVE

	Self-Assessment	Supervisor Assessment
Access library's Overdrive website		
Difference between OverDrive and Libby apps		
Assist a patron with installing & using both OverDrive & Libby apps on multiple devices		
Know which devices are compatible with OverDrive & Libby apps		
Search for downloadable audio and eBooks		
Identify format of search results		
Identify compatible devices for each format		
Assist a patron with holds and requests for purchase		
Know why some eBooks and audiobooks are not available for library purchase		



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Download & transfer eBooks and audiobooks from computer to device		
Know where to find instructions & additional information		

### MOBILE ELECTRONIC DEVICES & TABLETS

	Self-Assessment	Supervisor Assessment
Aware of the most common electronic devices		
Turn on & off, navigate iOS devices (iPad) and Android devices (Kindle)		

### SOCIAL MEDIA

	Self-Assessment	Supervisor Assessment
Aware of the most common social media platforms and how to access		
Navigate Facebook, Twitter, Instagram, and Snapchat		

### ONLINE DATABASES

	Self-Assessment	Supervisor Assessment
Access and seek help with online databases		
Direct patrons to database best suited for their information needs		
Show patrons how to access databases remotely		

### What would you add to your personal technology competency checklist??

	Self-Assessment	Supervisor Assessment

Competencies to consider adding based on the resources of your library:

- Assist patrons at and use self-checkouts
- Assist patrons with computer management and print management software
- Use of productivity/collaboration software used by your library (such as Microsoft Office, Google GSuites, Dropbox, Sharepoint, etc.)
- Assist patrons with library's Wi-Fi
- Access to self-learning, including webinars, Moodle, or other systems used by your library