

# TECHNOLOGY COMPETENCIES

AND HOW TO EXCEED THEM





## AGENDA

- ❑ Who are we?
- ❑ What is a competency?
- ❑ What are 21st c. skills?
- ❑ Developing your list
- ❑ Finding training
- ❑ You don't have to be an expert, or developing your Google-fu

## YOUR PRESENTERS

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# WHAT IS A COMPETENCY?



## 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		

[Get your own copy of this list](#)

# WHAT IS A COMPETENCY?



## Information Technology Core Competencies Checklist: Core I



Employee \_\_\_\_\_ Start Date \_\_\_\_\_ Completion Date \_\_\_\_\_

The following are the foundation Information Technology Core Competencies that are suggested for all PLCMC staff. The employee should check each item as competency is acquired or mark N/A for competencies that are not applicable.

- |                          |                          |   |
|--------------------------|--------------------------|---|
| ✓                        | N/A                      | <b>A. PLCMC Technology Overview</b>   |
| <input type="checkbox"/> | <input type="checkbox"/> | 1. Familiar with basic structure, organization, and function of the Information Technology Department within the PLCMC organization.            |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. Familiar with PLCMC rules of conduct regarding email and computer use.   |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. Familiar with Core Competency Plan for PLCMC and with individual Core Competency Plan.   |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. Can navigate through PLCMC Central and find information pertinent to job-duties.   |
| <input type="checkbox"/> | <input type="checkbox"/> | 5. Can log in to and navigate through MyHR. Can enter time sheet via MyHR.  |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. Thorough understanding of PLCMC's Internet Use Policy for the public.  |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. Familiar with CIPA and its implications for the library.   |
| <input type="checkbox"/> | <input type="checkbox"/> | 8. Knows how to complete and submit a request for CIPA block and unblock.   |
| ✓                        | N/A                      | <b>B. Basic Branch/Department Technology Knowledge</b>  |
| <input type="checkbox"/> | <input type="checkbox"/> | 1. Knows branch (or department) logins and passwords.   |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. Knows location of spare computer equipment (e.g. extra keyboards, mice, and toner cartridges) and how to request more when supplies are low. |

[From Public Library of Charlotte & Mecklenburg County](#)

# WHAT ARE COMPETENCIES?

- 1 = No experience; Theory/observed only  
 2 = Intermittent experience; < 5 times per year; Needs review  
 3 = Moderate experience; > 5 times per year; May need minimal resource  
 4 = Competent; Performs on a daily or weekly basis; Proficient

Skill Level	1	2	3	4
<b>General Surgery</b>				
AKA/BKA (amputation)				
Radical Mastectomy				
Abdominal-Perineal Resection				
Cholecystectomy (Open)				
Exploratory Laparotomy				
Appendectomy				
Laparoscopic Procedure-				
Cholecystectomy				
Appendectomy				
Hernia				
Nissan				
Colectomy				
Gastrectomy				
Inguinal / Ventral Hernia Repair				

Skill Level	1	2	3	4
<b>Cardiac / Thoracic / Vascular</b>				
Coronary Artery By-pass				
Mitral Valve Repair / Replacement				
Aortic Valve Replacement				
Multiple Valve Transposition				
Septal Defects				
Ventricular Aneurysm Repair				
Bring Back Heart				
Pericardial Window				
Intra-Aortic Balloon Insertion				
Heartport or Similar CABG				
Thoraco Approach Mid-Cab				
Aortic Arch Replacement				
Aortic Valve Conduit				
Mechanical Heart / LVAD				

Medical professionals really love them!



## WHAT ARE COMPETENCIES?

- ❑ Specific skills/tasks
- ❑ Needed to do a larger job
- ❑ Needs to be evaluated
- ❑ They are changing all the time!



## 21ST C. SKILLS

### **ICT (Information, Communications and Technology) Literacy**

#### ***Apply Technology Effectively***

- Use technology as a tool to research, organize, evaluate, and communicate information
- Use digital technologies (e.g., computers, PDAs, media players, GPS, etc.), communication/networking tools, and social networks appropriately to access, manage, integrate, evaluate, and create information to successfully function in a knowledge economy
- Apply a fundamental understanding of the ethical/legal issues surrounding the access and use of information technologies

[From IMLS](#) – “Museums, Libraries, and 21st Century Skills”

CAN'T YOU JUST TELL ME WHAT TO DO?



# DEVELOP YOUR LIST.

CCPL Skills Assessment Survey 2018 [Reference Department Librarian, Level 7] ☆

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	A	B	C	D	E	F
1	<b>Tech Skills Assessment - Carmel Clay Public Library</b>					
2						
3	<b>Name</b>					
4	<b>Date</b>					
5						
6	<p>Please rate your skills on the following topics on a scale from 1-5, with 1 being <i>no knowledge</i> of the topic and 5 being <i>so skilled</i> on the topic you could teach someone else how to perform this task. Please enter your rating number into the box in <b>Column A</b>.</p> <p>This survey will auto-save. You do not need to do anything after you are finished with the survey. Thank you!</p>					
7	<b>Computer Basics</b>					
8						
9		Know location of power buttons on CPU, monitor, printers, and receipt printer				
10		Know difference between log off, restart, and shut down in Windows				
11		Know how to turn a frozen computer off to restart				
12		Know how to print screen				
13		Know how to log into library computers using public login accounts or staff log-in				
14		Know how to insert and use flash drives (save to & attach files from emails)				
15		Know how to use and instruct patrons to use self-checks				
16		Know when and who to go to for help				
17		Asks for help when needed				
18		Knows what "the cloud" is				

Customize for Your Library: <https://goo.gl/QitejU>



## FIND TRAINING!

- ❑ WebJunction
- ❑ TechSoup Webinars, Cookbooks
- ❑ Lynda.com
- ❑ Gale Courses
- ❑ GCFLearnFree
- ❑ Khan Academy
- ❑ DigitalLearn.org
- ❑ TechBoomers.com
- ❑ Alison.com
- ❑ Ted Talks & More!

**Get the full list  
here:  
<https://goo.gl/8AoaB>**

# TRACK TRAINING.

Staff Continuing Education Tracker - Individual ☆ ■  
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	A	B	C	D	E	F	G
1							
2			<b>Continuing Education Tracker - 2018</b>				
3			IT Department - Huddle, Katherine				
4			<b>Name of Training</b>	<b>Date</b>	<b>Length</b>	<b>Format</b>	<b>Provider</b>
5	1		Understanding Power, Identity, and Oppression in the Public Library	12/5/2018	1.00	Webinar	PLA
6	2		The Future of Learning and Work - By Design	12/5/2018	1.00	Webinar	TrainingMagNetwork
7	3		Hoopla Development and Roadmap	12/5/2018	1.00	Webinar	PLA
8	4		Kirkpatrick Training Evaluation Doesn't Have to be As Formal As You Think	12/7/2018	1.00	Webinar	TrainingMagNetwork
9	5		Microlearning and Manager Training	12/7/2018	1.00	Webinar	TrainingMagNetwork
10			<b>TOTAL =</b>		<b>5.00</b>		

Free Tracking Template: <https://goo.gl/BH41kE>



## EVALUATING YOUR PROGRESS

- ❑ Bloom's Taxonomy
- ❑ Forms



## DEVELOPING YOUR GOOGLE-FU

- ❑ Forums and listservs are your friend.
- ❑ Error codes do tell you things.
- ❑ Use your CRAP test.
- ❑ You don't have to know it all.
- ❑ Wikipedia is actually really good for tech stuff.



## IMAGE CREDITS

Cat. By [nsaini10](#). From Pixabay. CCo.