WML Staff Technology Skills: Core Competency List

	Level 1: Basic (Circulation Staff, Tech Services Asst.)	Level 2: Intermediate (Department Heads, Information Desk staff, Administration)	Level 3: Advanced (Technology Committee members)
Workstation Basics	Know location of power buttons on CPU, monitor, and receipt printer and be able to turn them on and off. Know difference between log off, restart, and shut down in Windows. Understand the safest way to shut down computer. Know how to log into the computer as "library" on the MWL network. Know where power cords are on all equipment to verify connections. Know the difference between C:/ and F:/ drives.	Know how to delete files and that files should be "cleaned up" on a regular basis. Know how to use and access external storage media (e.g., flash drives). Know which files are backed up based on their storage location.	Know how to perform system cleanup and disc defragmentation. Know how data backups are done on the F:/ drive. Know how disc cloning software works. Know how to reseat RAM.
Operating System	Know when to single click and when to double click the mouse. Know how to minimize, maximize, resize, and restore windows. Know how to navigate folders and directories. Know how to create or delete folders. Know how to open folders and documents. Know the difference between Save and Save As. Know how to copy and paste/drag and drop files.	Know how to select multiple files/folders. Know how to navigate without using the mouse.	Know to to log into computers as Administrator.
System Security	Know what a virus is. Understand potential security threats while using email (e.g., attachments, spam, etc.). Be able to differentiate between legitimate threats and hoaxes.	Know how to verify that Symantec is working properly. Know how to run an AdAware scan.	Know how to install Symantec (remotely and from CD). Know how to respond to a security threat in Symantec.

WML Staff Technology Skills: Core Competency List

	Level 1: Basic (Circulation Staff, Tech Services Asst.)	Level 2: Intermediate (Department Heads, Information Desk staff, Administration)	Level 3: Advanced (Technology Committee members)
Printing	Know how to turn a printer on. Know how to add paper to the printer. Know how to feed paper (receipt printer). Know how to print specific pages in a document. Know how to select a printer.	Know how to change toner/ink cartridge. Know how to clear a paper jam. Know how to check/clear print queue.	Know how to install printers and drivers. Know how to add a network printer to a computer. Know how to share printer and connect a comptuer to a shared printer.
Internet	Know how to open and close web browser. Know how to type in a URL. Know how to open and close tabs (Firefox). Know how to check blog for pertinent information and how to post a message. Know how to perform a basic internet search (Google) Know how to print a Web page.	Know how to change text size on a Web page. Know how to search Google for images, news, maps, etc. Know how to search text on a Web page. Know how to temporarialy turn off pop-up blocker. Know how to print selections within a Web page.	Know how to check functionality of network connections and troubleshoot if necessary.
Email	Know how to log into email. Know how to delete messages. Know how to send messages. Know how to add email addresses to address book. Know how to attach a file to an email. Know how to forward an email. Know how to print an email.	Know how to set up an email signature. Know how to set up email folders for Inbox.	Know how to set up a new email account using Outlook/Thunderbird. Know how to import/export address book.
CASSIE	Know how to log into CASSIE. Know how to see how much time is left on a session. Know how to log off of CASSIE.	Know how to log in as Administrator. Know how to see what card number is logged into a computer. Know how to add patrons to waiting list. Know how to create one-time guess pass. Know how to force a computer to log off.	Know how to turn CASSIE on and off. Know how to run statistics. Know how to check the status of the CASSIE Manager.

WML Staff Technology Skills: Core Competency List			
	Level 1: Basic (Circulation Staff, Tech Services Asst.)	**Level 2: Intermediate** (Department Heads, Information Desk staff, Administration)	**Level 3: Advanced** (Technology Committee members)
Horizon	Know how to log into Horizon. Know how to check in items on current date. Know how to check in items on bookdrop mode. Know how to handle ILL items. Know how to check out items and print receipts. Know how to locate a patron record using an ID. Know how to add, edit, and delete patron records. Know how to view what a patron has checked out and print a slip. Know how to check, add, and remove blocks on a record. Know how to leave notes on a record. Know how to renew items. Know how to pay and waive fines. Know how to generate and print Pull List.	Know how to search for items using the Search function. Know how to place a hold for a patron. Know how to delete requests. Know how to view Copy/Item list. Know how to update a record (e.g., item type, call no., etc.). Know how to print spine labels. Know how to delete items from the database.	Know how to connect to Horizon using the mwltunnel.
Horizon (Tech Services staff only)	Know how to attach new items to an existing record. Know how to create brief records. Know how to print spine labels. Know how to update a brief record when item arrives. Know how to check that a brief record has been overlaid.	Know how to create original catalog records. (Head of Tech Svs)	N/A

	WML Staff Technology Skills: Core Competency List		
	Level 1: Basic (Circulation Staff, Tech Services Asst.)	**Level 2: Intermediate** (Department Heads, Information Desk staff, Administration)	**Level 3: Advanced** (Technology Committee members)
Microsoft Excel	Know how to add items to spreadsheet using barcode scanner. Know how to add items to spreadsheet manually. Know how to print a document. Know how to clear cells. Know how to save a document and save a copy/rename file.	N/A	N/A
Microsoft Word	Know how to select, cut copy, paste, and delete text. Know how to change font and font size. Know how to print a document. Know how to use spell check. Know how to save a document.	Know how to insert bulleted/numbered lists. Know how to change line spacing. Know how to adjust margins and indents. Know how to insert and format images and text boxes.	N/A