

SWLS Core Competency List - DRAFT - September 2014

Level 'D' Director

Ability to evaluate and embrace new technologies; forward-thinking and ready to investigate new software, tools, etc. Links: GCFLearnFree

General Knowledge & Skills	
Computer-related	
	Basic out-of-the-box setup of a PC pre-configured for the network
	Use of Windows Upgrade Advisor
	Arrange for updating operating system & programs as needed
	Printer setup/Install print drivers
	How to connect to a wi-fi connection
	Operating System: File management and Windows Explorer skills
	Knowledge of computer-related storage devices (disks, CSs, USB drives, DVDs, etc.)
	Ability to map network drives (e.g. P:\ and H:\)
	How to set up a projector to use w/ a computer (re: electronic presentation skill)
	Mouse shortcuts and menus <u>or</u>
	Awareness of Keyboard Shortcuts
Personal Security	
	Backing Up Your Files
	Finding Your Downloads
Software	
	Installing computer software
	Download/install third-party software updates
	Videoconferencing/GoToMeeting - Skills & Etiquette
Personal Devices	
	Familiarity w/ most commonly used, e.g. iPad, Nook, Kindle, Surface tablet)
	e.g. Getting Started With the iPad

SWLS Core Competency List - DRAFT - September 2014
Level 'D' Director

Google Apps Email	
	Directing an email: Forward/Reply/Reply All/ CC:/BC:
	Archiving and Searching
	Managing Inbox with Folders
	Vacation responder
	Working with Zip Files
Google Apps	
	Google Chat
	Google Account
	Google Docs
	Google Drive
	Google Sheets
	Microsoft Account
Cloud-based Applications/tools	
	<u>Using the Cloud</u>
	Cloud computing is simply the act of utilizing a network, usually the Internet, to store information that you want to access from multiple network devices. By utilizing “The Cloud,” you can get to any of your uploaded information anywhere you have access to the Internet. The tutorials below can help you make the most of using the cloud.
	<u>SWLS Dropbox</u>
	Sign up for an account
	Accept an invitation
	Locate a folder
	Retrieve a file
	Share a folder
	Send an invitation

SWLS Core Competency List - DRAFT - September 2014
Level 'D' Director

Software	
	Administration & Standard Practices
	Recordkeeping/Inventory:
	Software licensing
	Product Keys
	Renewal frequency
	Update schedule
	License transfer terms
	Removal of SWLS account licensed software prior to recycling
Software Applications	
	MS Office
Word Processing skills	Or equivalent software
Excel or Other Spreadsheet skills	Or equivalent software
Publisher or Equivalent	Optional
PowerPoint, Prezi, or Equivalent	Or equivalent software

SWLS Core Competency List - DRAFT - September 2014
Level 'D' Director

ILS Interface & Functions	Administration
	Settings
	Staff Accounts
	Splash Page: Personalization options
	Reports
	Statistics
	Collection Development
	Help Desk Contact Information
	Login usernames/passwords
	Administration/creation/management/delegation of ILS splash page
	Maintain public awareness of databases on website
	Circulation/ILL
ILS Support Forum Blog	Know how to:
	Accept invitation to WordPress blog
	"Follow" this blog
	Adjust email notification settings
	Post to the blog
NetSW	Best Practices
	Familiarity with NetSW ILS BP Resources
	Familiarity with NetSW ILS Cataloging BP Resources

SWLS Core Competency List - DRAFT - September 2014
Level 'D' Director

Web navigation skills	
	Able to access and familiar with
	Library's website
	SWLS website
	Library's online catalog
	ILS Support Forum blog
	DPI - Annual Report Online
	Web Apps and the Cloud
Web Presence	
	Administration/creation/management/delegation of accessible library website
	Working knowledge of library's CMS or other web creation software (e.g. WordPress)
	Aware of SWLS and other online website guidance tools
	Promote/maintain public awareness of database accessibility on website
	Able to navigate the library website, knowing menu trees and breadcrumbs
Blogs	
	Subscribing to Blogs

SWLS Core Competency List - DRAFT - September 2014
Level 'D' Director

Social Media Administration	
	Develop a Social Media Plan <i>(See resources: "P" drive and Dropbox: SWLS > Social Media)</i>
	Account Info (URL, Login, etc.)
	Management
	Facebook
	Library's Facebook URL:
	Facebook News
	What is Facebook?
	Getting Started with Facebook
	Understanding Facebook Privacy
	Adjusting Your Privacy Settings
	Sharing on Facebook
	Chat and Messages
	Adjusting Your Account Settings
	Facebook Texts
	Deactivating Your Facebook Account
	Managing Your News Feed
	Using Lists to Manage Sharing
	Facebook Groups
	Creating a Facebook Page
	Social Media Options
	Pinterest
	Twitter
	LinkedIn

SWLS Core Competency List - DRAFT - September 2014
Level 'D' Director

LAN (Local Area Network)	
	Equipment & Hardware
	Maintain Inventory (computers/peripherals/office machines, etc.)
	Identify/label library-owned "network" hardware
	Maintain replacement policy/procedure
	Identify computer OS*
	Know DSL bandwidth & ISP provider (where applicable)
	Electronics recycling policy/procedure
WAN (Wide Area Network)	
	Identify ownership & location of equipment/hardware
	Identify/label BCN/Telco-owned hardware (where applicable)
	Provide an equipment/hardware failure protocol
	TEACH Site number (where applicable)
	Know library's current bandwidth
	Library compliance with network computer OS requirements
Network Basics	
	Identify/label library-owned router
	Visually assess status of major network hardware
	Ability to execute router reboot protocol
	Identify/label wireless access point(s)
	Identify/label network switches/hubs

SWLS Core Competency List - DRAFT - September 2014
Level 'D' Director

Troubleshooting & Security	
	Network user account & password access
	Understand distinction between network username and email username
	*Timely adoption of current network requirements when notified
	Equipment/hardware failure protocol
	Know when to contact SWLS personnel for internet/network outage after hours
	Anti-virus (AVG)
	Locate & launch anti-virus interface
	Locate/modify anti-virus settings
	Implementation of anti-virus database & program updates
	Engage anti-virus scan functions on library computers
	Demonstrate AVG virus removal
	Deep Freeze (Computer restoration software)
	Option: Know how to add an exception to anti-virus settings (e.g. Deep Freeze)
	Understand PAC restoration software (e.g. DFE) and basic skills needed to use it

SWLS Core Competency List - DRAFT - September 2014
Level 'D' Director

Online Databases	
	Awareness of available online & subscription databases
	Recognize/describe dB features: organization, saved searches, permalinks, citation assistance, etc.)
	Know how to access/search available databases
	Maintain/promote online/in-house awareness of databases on website/ILS splash page
	Make targeted database training for library staff accessible
	Be prepared to provide dB instruction the public
OverDrive	
	WPLC Digital Library
	Familiarity with WPLC Digital Library interface
	Download/access eBooks/audiobooks/ streaming video, etc.
	Ensure staff has ability to field OverDrive Support requests (ref: OverDrive Support Training Course)
	WPLC website
	Locate WPLC Support Form
	Locate OverDrive Support Training course and materials