

SWLS Core Competency List

Level 1: Basic

Coverage: Basic hardware and common peripheral components of a computer. Connections for all components. Start-up, power-down, and reboot procedures for public and staff computers. Options for removable storage devices available to patrons. Technical support contacts. Basic tasks on library devices (e.g. Kindle, Kindle Fire, Nook, iPad, etc.)

Basic Hardware Skills:	
Computer Workstation	Turn on and shut down the computer
	Turn the monitor on and off
	Know basic parts of the computer: monitor, CPU, mouse, keyboard, CD/DVD drive, USB port, printer, network card plug-in
	Use the mouse: left-click, right-click, drag and drop
	Know how to use the keyboard
	Demonstrate proper startup of a computer
	Demonstrate PC log on and log off, restart, and safe shutdown and reboot on PC/workstation
	Demonstrate how to log on as generic "library" user if computer is on the SWLS network
	Demonstrate how to restart, safely shutdown, and reboot a computer
	Identify NIC/network interface card or controller & connectivity status
	Identify the network connection (wired or wireless) and verify if it is properly connected
External Storage Devices	
	Identify external storage devices: USB flash drive, forms of disk media
	Insert external storage devices, access the files they contain, and use Hardware Safe Eject
	Use speakers, headphones and a microphone
Electronic Reading Devices	
	OverDrive
	Downloading eBook content (e.g. OverDrive Media Console)
	Connecting device and transferring content
	Identify eBook file types and compatible devices
	Download digital music
	Identify file types (wma, mp3)
	Manage and organize music
	Understand file sharing and copyright infringement issues
	Locate and demonstrate Streaming video in browser

SWLS Core Competency List, continued

Basic Hardware Skills:	
Office Equipment	Identify power cords, buttons and/or operational features of office equipment used in your workflow: Fax machine/Telephone/Photocopier/Printer/Receipt Printer/Scanner/eBook devices/digital camera, etc. as designated by director.
	Taking digital pictures
	Connecting camera and transferring photos to computer

SWLS Core Competency List

Level 1: Basic

Coverage: Desktop and its icons. Windows Start menu. Manage files and folders. Common file management tools in MS Windows.

OS & File Management	
	Identify the drives that are connected to and appear in <i>Computer</i>
	Start a program from the Start menu, Task bar, All Programs, and/or desktop icon
	Exit a program
	Save files
	Change file name or location using Save As
	Minimize and maximize a window
	Rename a file or folder
	Restore and resize a window
	Scroll up/down, left/right within a window
	Select, open, move, and close a browser and/or program window
	Manage multiple windows using the taskbar
	Use menus and toolbars
	Use drop list menus, radio buttons, checkboxes
	Know when to single-click [browsers/taskbar] and when to double-click the mouse [files, folders, apps]
	Identify the difference between files and folders
	Find/Open files by: browsing from within a program & navigating folders and directories
	Find, select, move, drag and drop, and open file icons
	Copy files and paste them into a new location
	Create, name and organize folders
	Delete a file or a folder
	Save, open, organize document files within folders

SWLS Core Competency List, continued

Level 1: Basic

Coverage: Desktop and its icons. Windows Start menu. Manage files and folders. Common file management tools in MS Windows.

OS & File Management	
	Open and work with more than one application at a time
	Open a compressed "zip" file
	Identify program file extensions: .docx, .xls, .pptx, .accdb, .jpg, .gif, etc.
	Backup files to a USB device, CD, mapped network drive, email
	Empty the recycle bin and restore files from the recycle bin
	Use Ctrl-Alt-Delete and the Task Manager to end non-responsive programs
	Tab between fields
	Respond to dialog boxes
	Manage computer settings from the Control Panel
	Use the Help feature in programs
	Map network drive

SWLS Core Competency List

L1: Basic

Coverage: Uniform Resource Locators (URLs). Common security protocols related to internet use. Basic navigation functions of a web browser. Browser plug-ins and downloadable files. Web-based email programs.

Internet & Web Browsers	
	Basically describe what a web browser does
	Open and close web browser
	Find and open all browsers installed on the PC
	Enter a URL or web address into the address bar
	Identify parts of a URL/web address
	Open and close tabs (Firefox)
	Menu bar: Display if hidden/Hide if displayed
	Change text size on a web page
	Search Google for images, news, maps, youtube, google+, etc. (Google Apps)
	Search text on a web page using the <i>find</i> command
	Print a Web page or selections within a webpage including images
	Print
	Adjust pop-up blocker settings (on/off)
	Access blog (e.g. Best Practices, ILS) & search for a topic and how to post a message
	Navigate using links
	Use Back, Forward, Refresh, and Home buttons
	View the browsing history
	Delete history and temporary files (clear cache)
	Fill out an online form
	Add, delete and organize bookmarks or favorites
	Use a search engine
	Download a file from the Internet then find and open it
	Update the browser or determine the browser version
	Set the Home page
	Run 3rd-party software updates (e.g. Java, Adobe Reader, Adobe Flash, etc.)

SWLS Core Competency List

Level 1: Basic

Coverage: Uniform Resource Locators (URLs). Common security protocols related to internet use. Basic navigation functions of a web browser. Browser plug-ins and downloadable files. Web-based

Social Networking		
		Create an account on an account-based website
		Set up a free email account

SWLS Core Competency List

L1: Basic

Coverage: Print from common applications and devices

Printers & Printing	
	Load paper
	Clear a paper jam
	Replace toner/ink cartridge
	Demonstrate how to select a printer.
	Demonstrate print set-up and print preview
	Switch between portrait and landscape printing
	Print specific pages or selections
	Print multiple copies
	Know how to feed paper (ILS receipt printer)
	Help a patron to print digital images from a flash drive
	Show how to view and clear the print queue

SWLS Core Competency List

Level 1: Basic

Coverage: Computer reboot. Error messages. Identify network equipment.
Router reboot protocol.

Troubleshooting	
	Describe how to respond to error messages
	Reboot the computer (describe when you might want to do this)
	Describe a hard (cold) boot and when you might need to do this
	Describe a soft (warm) boot and when you might need to do this
	Identify the network router
	Identify the network switch
	Identify/label library-owned "network" hardware
	Know where the written protocol for rebooting the router is located
	Demonstrate the "snipping tool" to take a screenshot and send it in an email (See GCFLearnFree <i>Taking Screenshots</i>)
	Be able to identify what operating system and version you are using
	Be able to identify relevant passwords, usernames, or login information
	Know who to contact at SWLS for further tech support
	Know where the SWLS contact information is located

SWLS Core Competency List

Level 1: Basic

Coverage: Security-conscious computer use. Effects of public access computing security on user privacy

Security	
	Identify anti-virus program icon
	Differentiate between a username and a password
	Describe how to create a secure password (See GCFLearnFree <i>Password Tips</i>)
	Be able to differentiate between legitimate threats and hoaxes(?)
	Recognize and handle suspicious email attachments, spam, instant messages
	Recognize and handle "phisihing" scams that request personal information