

## **Technology Competencies - CORE**

These competencies address the skills and knowledge about technology necessary for library work. This set also addresses the role of providing access to and educating the user in the use of technologies and equipment relevant to information seeking, access and use.

### **Library Support Staff will know:**

1. General trends and developments of appropriate technology in all library functions and services.
2. Technology's role in creating, retrieving and delivering library resources, function and services.
3. The role and responsibility of libraries for introducing relevant applications of technology to the public, including assistive technology.
4. Basic computer operations needed to access library applications software and productivity tools.

### **Library Support Staff will be able to:**

5. Adapt to changes in technology.
6. Transfer information gained from training into the work place.
7. Assist users with the operation of public equipment.
8. Train users in the function of computing hardware and library software applications.
9. Use basic productivity software such as email, word processing and spreadsheets.
10. Use information discovery tools including the library's catalog, core library databases and internet search engines.
11. Perform triage to identify technical problems and perform basic troubleshooting.
12. Use basic assistive technologies, where appropriate, to ensure that all users have equitable access to technology.