

TECHNOLOGY COMPETENCIES **(Revised June 18, 2008)**

These competencies address the skills and knowledge about technology necessary for library work. This competency 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, whether offered in the library or through remote access.
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.
5. Basic networking technologies and protocols.
6. Basic data security principles and best practices to ensure the integrity of data and the confidentiality of user activities.
7. Concepts and issues concerning the appropriate use of technology by different user groups.

Library Support Staff will be able to:

8. Adapt to changes in technology.
9. Transfer information gained from training into the work place.
10. Assist and train users to operate public equipment, connect to the internet, utilize library software applications, and access library services from remote locations.
11. Use information discovery tools including the library's catalog, core library databases, and internet search engines.
12. Perform basic troubleshooting of technical problems, and resolve or appropriately refer those problems.
13. Access and use basic assistive technologies, where appropriate, to ensure that all users have equitable access to technology.