

Core Information Technology Skills Survey

Component	Skills and Knowledge	I am comfortable with this skill and do not need additional training	I have some knowledge of this skill but need additional training - SPECIFY	I have no knowledge of this skill and need training	Comments
GENERAL					
	Locate manuals, help and FAQ documentation relevant to your job to troubleshoot problems				
	Call for assistance or maintenance as appropriate, and know who to contact				
	Check cables, power cords on all equipment (computers, monitors, keyboards, mouse, printers, telephones, etc.) as appropriate				
	Maintain awareness of new library resources and changes to existing ones				
	Understand and comply with security-related directives and practices and password policies				
HARDWARE					
Workstations	Startup, shutdown sequences				
	Login, passwords, log out				
	Run virus-checker software; download updated virus-checking software.				
	Demonstrate keyboard familiarity (e.g., num & caps lock, navigation keys, shift, control, alt, delete)				
Monitors	Power on and off				
Printers	Power on and off, load paper, clear jams, replace toner cartridges				

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Drives	Locate accessible drives (floppy, CD-ROM, USB, network)				
Troubleshooting	Reboot, end nonresponsive programs				
Mouse	Left and right click, double click, scroll				
Copiers	Power on and off, load paper, clear jams, replace toner cartridges				
Telephones	Answer, forward calls, place on hold				
	Use paging system on desk phones				
SOFTWARE					
Operating system (e.g., Windows)	Open, move, close, and change size of windows				
	Switch between running programs				
	Find and open applications				
	Save work from applications				
	Find files on personal and shared drives				
	Open, navigate, save, and print documents				
	Name and rename files				
	Create, copy, and delete files and folders				
	Select a printer, print, and view print queue; pause and cancel print jobs				
Web browsers	Use web browser functions to navigate				

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	Type in URLs				
	Use bookmarks/favorites				
	Know Library's Webpage and Intranet addresses				
	Find library homepage resources				
	Know how to navigate the Library's Intranet				
	Know how to comment on Library blog discussions				
	Understand risks of downloading files				
Email	Log in and out				
	Save messages in draft folder, find draft messages				
	Find e-mail addresses using Notes Address Books				
	Create and send messages to individuals and groups, respond and forward messages				
	Open/save attached files				
	Understand risks of opening attachments from unknown sources				
Lotus Notes calendaring	Log in and out				
	Navigate system				
	Accept/decline meeting invitations				
	Create new entries for unavailable dates and times				

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OPAC	Find and use library's catalog - search by author, title, subject				
	Understand item status and location, and other item notes				