

Information Technology Skills Inventory

Component	Skills and Knowledge
GENERAL	
	Duke administrative systems (Human Resources job applicant referral)
	Duke financial systems (SAP R/3, Pillar, Paris)
	Use online vendor systems (Rittenhouse, Swets)
HARDWARE	
Workstation monitors	Adjust brightness, contrast, horizontal & vertical size
Monitors in group study rooms	Power on, off, adjustment controls
	Hook up laptop to monitor hardware
Projectors	Power on, off, adjust controls
	Hook up laptop to projector hardware
Printers	Power on and off, load paper, clear jams, replace toner cartridges
Scanners	Power on, off, scanning, saving
Media drives	Assist patrons with media storage devices
Copiers	Power on and off, load paper, clear jams, replace toner cartridges
Telephones	Set up and use voicemail system
	Use of paging phone
Library lighting	Locate system panel and use controls as necessary for day-to-day operations
Library security system	Basic familiarity with purpose and functions of door alarms and security gates
	Basic familiarity with security camera procedures, including videotape procedures
Library conveyer system	Basic familiarity with use of system
Display screen system	Start up/shutdown
	Edit and create display
Fax machine	Start up/shutdown
	Send documents
	Load paper
DAC Coder and FLEX machines	Use equipment to check copy card balance
	Program changes as needed

Component	Skills and Knowledge
Credit card machine	Use equipment to charge for ILL and other purposes
Magnetic sensitizer / desensitizers	Use equipment to sensitize and desensitize appropriate library materials, avoiding damage to magnetic media
Handheld barcode scanners	Use equipment to scan barcodes on library materials for circulation module
Microfiche and microfilm readers	Power on, off, adjust brightness, contrast, horizontal & vertical size
	Use equipment to read microfiche and microfilm content
	Load paper tray, print
Microfiche and microfilm readers (cont'd)	Replace toner, empty changebox
VCRs/TVs/DVDs	Power on, off, adjust brightness, contrast, horizontal & vertical size
	Use equipment to watch videos
Caramate slide players	Power on, off, adjust brightness, contrast, horizontal & vertical size
	Use equipment to watch videos
MLEC Control Panel	Operate monitors, overhead, VCR, connect laptop
SOFTWARE	
Operating system (e.g., Windows)	Format documents for printing
	Organize files in compliance with dept. or organizational schemes
	Open, navigate, save and print documents on public printers
	Use of Pharos interface for public printing
Word processing	Control layout and appearance using tables, columns, and other program features
Spreadsheets	Create and modify a spreadsheet
Presentation	Create and modify a presentation
Graphics	Create and modify an image
Multimedia	Create and modify a multimedia program
Adobe Acrobat	Open, navigate, save and print PDF documents
	Create PDF documents
Web browsers	Save files and documents from the web
	Know how to search the web using 2 or 3 search engines
	Turn on/off plug-ins, pop-ups, cookies
Reference Databases	Locate database resources appropriate to need
	Determine scope and coverage of database resource
	Conduct basic search functions

Component	Skills and Knowledge
	Identify appropriate selections
	Download results to media storage, bibliographic software, or e-mail
	Refer as appropriate to subject area experts
	Use controlled vocabularies and content filters as available
	Use evidence-based concepts to manually or automatically filter for best evidence
	Evaluate and improve search results
	Combine field and textword queries
	Understand and use available display options (e.g.: full text, citation & abstract, custom)
Library webpages	Create webpages using HTML or web authoring software; organize content
Library webpages (cont'd)	Run linkchecking software
	Add, edit, and remove content
	Upload webpages to server
	Use standard design elements to improve usability
Public computers	Startup, login/out, shutdown sequences
Email	Archive messages and access archived messages
	Create and delete folders; save, retrieve, and delete messages in folders
	Attach files
Lotus Notes Calendaring	Create, modify, and delete entries
	Schedule meetings and send invitations
	Open other calendars, check for availability
	Open other email boxes
	Create Notes database icons
ALEPH system	
General functions	Log in and out
	Navigate system
	Change password
	Generate, disseminate, and archive reports
Circulation module	Place holds and check hold status
	Process and edit fine information
	Find and interpret information about item and patron status
	Update patron record and register new patrons

Component	Skills and Knowledge
Cataloging module	Find and use appropriate templates to create item records from scratch
	Download copy cataloging records
	Edit copy cataloging records
	Create links between item records to series, editions, e-sources
	Upload, download, and edit using OCLC
Acquisitions & serials modules	Check serials in
	Create new serial entry
	Add notes to serial entry records
	Access claims records
	Create claims records
	Process bindery lists
Acquisitions & serials modules	Change item location, status, and other elements
	Add, remove, and edit e-journal links
	Generate and receive orders
	Assigns orders to correct fund codes
OPAC	Know how to reach library resources from outside the library
ILL/DD	Know how to use ILL Systems (Lonesome Doc, DOCLINE, OCLC)
	Generate, disseminate, and archive reports from ILL Systems
	Edit DOCLINE routing table
	Process requests through the Copyright Clearance Center
	Transmit and receive articles using Ariel
	Digitize articles using overhead scanners
ILLiad	Retrieve ILL requests
	Create ILL requests
	Check status of requests
	Fill ILL requests
	Change passwords
	Maintain records as needed for copyright compliance, etc.
	Generate invoices, process payment
	Distribute articles electronically