

Basic Computer Equipment Competencies

Updated February 2015. The TLN Steering Committee adopted these competencies as a standard for the cooperative on June 11, 2001. The Technology Committee will evaluate this list for revision on a regular basis.

GENERAL

- Ability to communicate technical information clearly in a way that is appropriate to the listener.
- Know when and whom to ask for assistance

BASIC HARDWARE USAGE

Start Up

- Know the location of power buttons.
- Know the startup steps your machines go through.
- Know common problems that prevent a computer from starting properly including:
 - Floppy disk left in drive
 - USB drive connected during boot
 - Check disk message when Windows shuts down improperly
- Know when to reboot if the computer is hanging or locked up
- Know where power cords are located so cords can be checked if there is no response from the equipment. (Power Outlet, Surge Protector, Backup Battery, etc.)
- Know how your computer/laptop is connected to the network (wired or wireless)
- Know where the network cable is located and how to determine if it is properly connected
- Know passwords and where to find them

Shut Down

- Know how to properly shut down computer equipment.
- Know what equipment needs to be shut down every night or just on weekends, etc.

WINDOWS OPERATING SYSTEM

Basic Operating

- Know which Windows operating system is being used
- Be familiar with how screens are supposed to look
- Know how to find out if an program running behind something else
- Know how to access and change the Printers and Faxes or equivalent setting.
- Know how to navigate in Windows without a mouse

General

- Know how to toggle or use the taskbar to move between multiple open applications
- Know the right-click mouse options
- Know how to navigate in the folder/directory system (Windows Explorer)

- Understand the differences between files and folders
- Know how to create, delete and manipulate (copy, paste, and move) files and folders.
- Know how to select multiple files/folders
- Understand what permissions are (what folders does everyone have access to)
- Understand the file naming conventions/extensions
- Know file extensions for common file types (i.e. .doc, .xls, .txt, .htm, .html, .exe)
- Know the common menu items in Windows applications
- Know how to navigate in the file structure to open/save/delete
- Understand various save options
- Know how to log onto the local network (if applicable)
- Know how to print screen
- Keep backups of important files (external media, shared network drive, etc.)

PRINTERS

General

- Know how to turn the printer on/off
- Know how to check for and add paper as needed
- Know how to change the toner cartridge(s) and order more as needed
- Know how to clear a paper jam
- Know how to check and clear the print queue
- Know how to select a printer
- Know how to change printer preferences (Monochrome or Color, Duplex or Single Sided)
- Know how to use your library's print management system
- Know how to use your library's wireless (Wi-Fi) printing

MOBILE DEVICES

- Know how to:
 - Connect to a network (Wi-Fi/mobile carriers)
 - Download and use appropriate apps
 - Print from device

PERIPHERALS

- Know how to use:
 - Document/image scanner(s)
 - Audiovisual (AV) equipment
 - Barcode scanners
 - External storage (Discs, Flash Drives, Memory Cards, External Hard Drive, etc)
- Know how to burn CDs and DVDs

BASIC INTERNET USAGE:

WEB BROWSERS

General

- Be comfortable navigating the Internet, which includes:
 - Navigating to a specific web address
 - Searching the Internet
 - Saving/downloading from the Internet
 - Using the library catalog, databases and digital collections
- Know the differences between various Internet browsers and their different versions
- Know how to use the menu and toolbar buttons
- Be able to change options and preferences
- Be able to add, use, edit, import and export Bookmarks/Favorites
- Know how to clear browser cache and cookies
- Know how to respond to and unblock pop-ups

Printing

- Know how to select a printer, use print preview, and send a print job.
- Know how to print from plug-ins (e.g. Adobe Reader, Ancestry Image Viewer, etc.)
- Be able to diagnose and correct printing problems
- Know how to deal with web page “frames” when printing

EMAIL

- Know the basic form of an email address (user@domain.com)
- Know how to compose and send a message
- Know how to reply and forward a message
- Know how to delete a message and retrieve from trash/recycling
- Know how to use and maintain an address book
- Know how to format text
- Know how to send/receive attachments
- Know how to resend bounced messages
- Know how to send email to a distribution list
- Recognize potential security threats like spam, viruses, etc. [See Computer Security]
- Know which email program is being used
- Know how to create and use email folders
- Know how to reply to the intended recipient(s) (Reply vs. Reply All vs. Forward)

COMPUTER/LAPTOP SECURITY

General

- Know the type of security software that is used on your computer/laptops
- Understand how the security software protects your computer/laptop
- Understand the various ways in which security can be compromised
- Be able to differentiate between legitimate security and virus threats and hoaxes
- Know how to create a secure password and how often to update it

Internet

- Be aware of the potential security and privacy threats while using the Internet including:
 - Cookies
 - Downloading malicious or unauthorized files
 - Spyware
 - Viruses
 - Unsecured communication of private information

E-mail

- Be aware of potential security and privacy threats while using e-mail including:
 - Attachments
 - Chain letters
 - Hoaxes
 - Malicious mail (phishing messages, scams, etc.)
 - Spam
 - Viruses
- Be able to identify hoax messages and know how to verify hoax and virus claims.

NETWORK TROUBLESHOOTING

Troubleshooting tips or questions to ask before getting help:

- Is the network cable/wireless connected?
- Is it all sites or a specific site that is having problems connecting?
- Is the problem just your machine, all machines at your library or are other libraries experiencing network issues?
- Is it a specific network service that is malfunctioning or all network services?
- Is it just the automation system (catalog/circulation system) that is not connecting?

MAINTENANCE

- Know how to clean exterior of the computer/laptop and peripherals.