

Tech Skills Checklist for Public Library Supervisors and Staff

Welcome to the Public Library Association's Tech Skills Checklist! The skill sets listed below represent the proficiencies that are most commonly called upon in public libraries, based on consultations with library workers in public libraries of all sizes. Becoming familiar with each of these areas is critical to providing great experiences for library patrons, but moreover, getting comfortable with these skills can improve your day-to-day experience in the workplace, such that you can reduce stress, have fun, and be comfortable exploring new technologies. This tool is designed to be used as a self-assessment, or can be done with a supervisor. Each skill set named below is paired with online learning resources, so if you discover an area wherein you have some room to improve, you can take action, for free, as your time allows. Questions or feedback about this tool? Please contact us at support@digitallearn.org.

Please tell us about yourself

Name

Position

Your email

Section 1: General vocabulary: Test your "geek speak"!

How comfortable are you talking about technology? Please choose the option that best describes your knowledge of each of the following terms. Compare your understanding to the definitions provided.

	I did not know that!	I sort of understood that already	Yes, I knew that!
Network: A network connects computers, mobile phones, and even Internet of Things devices to one another, and to other networks, through a series of switches, routers, and wireless access points			
Internet: The Internet is a global computer network comprised of interconnected networks, all using standardized communication protocols			
World Wide Web/"Web": The collection of information which is accessed via the Internet			
Website: A location on the web, to be found at a specific web address, or URL			
Hardware: The physical parts or components of a computer or mobile device			
Software: The instructions that can be stored and run by computer hardware			
Operating system: The software that supports the basic functions that run on a computer or mobile device. Examples include Microsoft Windows, iOS, and Android			
App: Short for application; essentially the same thing as software, though "app" usually refers to a program you download to a mobile device			
Web-based application: Rather than installing this program on your computer or device, it is accessed online.			
Browser: A browser is necessary to navigate the Web. The most common examples are Firefox, Google Chrome, and Internet Explorer.			
The Cloud: Rather than storing data on your own computer, device, or local network server, it is stored offsite by a host company, and made accessible through the internet.			
Malware: Software that was written with the intent of damaging devices, stealing data, and generally causing a mess. Viruses, Trojans, spyware, and ransomware are among the different kinds of malware.			

Any comments or questions, so far?

Section 2: Computer basics

1. How confident are you with these hardware basics?

	I don't think I could do that	I could probably manage that	Fair/OK	Confident enough to show/tell others	This does not apply in my work environment
Turning on and shut down the computer					
Turning the monitor on and off					
Connecting a CPU, monitor, keyboard, power, and mouse					
Recognizing the network cable and signs of network connectivity					
Using a mouse or track pad to left-click, right-click, and double-click					
Using keyboard functions like shift, function keys, control+alt+delete					
Connecting a laptop to a projector					
Turning an iPad, tablet, smartphone, or eReader on or off					
Restarting a wireless router					
Turning a printer on and off					

Brush up on your knowledge of mobile and computing hardware components!

[Resources for getting started on a computer, from DigitalLearn.org](#)

[Basics to getting started with mobile devices, from DigitalLearn.org](#)

2. Rate your comfort with these operating system basics.

	I don't think I could do that	I could probably manage that	Fair/OK	Confident enough to show/tell others	This does not apply in my work environment
Connecting to your network or WiFi					
Starting a program from the Start menu/launch pad					
Downloading an app to a mobile device from the app store or itunes					
Using features common to most software/apps, such as menus, toolbars, Help, etc.					
Resizing, and working with multiple windows					
Saving files; renaming files; dragging and dropping, or copying and pasting files; and deleting files					
Using Ctrl+Alt+Delete, or Option+Command+Esc, to end non-responsive programs					
Taking a screen shot, or using a snipping tool to capture an image					
Emptying the recycle bin or trash can, and restoring files from the recycle bin or trash can					
Adjusting computer settings such as sound, or accessibility features					

Brush up on your understanding of applications!

[Click here to learn more about apps](#)

Share your comments or questions!

Section 3: Internet and Web browsers

1. Rate your comfort with each of the following.

	I don't think I could do that	I could probably manage that	Fair/OK	Confident enough to show/tell others	This does not apply in my work environment
Explaining what a Web browser does, and some strengths/ differences between different browsers					
Naming several different search engines					
Clearing browsing history and cookies					
Setting a browser to private, or incognito					
Describing the differences between a search box and address/ omnibar					
Shortening a URL					
Adding, deleting, and organizing bookmarks or favorites					
Printing all or part of a web page					
Identifying, preventing and removing fake pop-ups or malware					
Accessing and applying your library's computer and internet use policies					
Creating logins and secure passwords					

Improve your understanding of Internet and Web browsers!

[Resources from DigitalLearn.org about navigating websites](#)

[Resources from GCFLearnFree.org for learning internet basics](#)

[Resources from GCFLearnFree.org about internet safety](#)

Share your comments or questions!

Section 4: Email

1. How are you with these email skills?

	I don't think I could do that	I could probably manage that	Fair/OK	Confident enough to show/tell others	This does not apply in my work environment
Opening email application from the start menu/launch pad, task bar/dock, or desktop					
Accessing your email via a web application					
Opening an attachment in a new window, and download an attachment					
Reading, archiving or filing, and deleting messages					
Creating, renaming, and managing files					
Replying to, or forwarding emails, following basic email etiquette (may be specific to your library)					
Sending messages to one recipient or to multiple recipients					
Printing email messages or attachments					
Sending attachments, embedding an image, and embedding a hyperlink					
Detecting a phishing attempt, and marking it as junk (may be specific to your library)					
Adding and managing contacts and contact lists					

Learn more about email applications!

[Intro to email, from DigitalLearn.org](#)

[Email, beyond the basics, from DigitalLearn.org](#)

[Microsoft Outlook, from GCFLearnFree.org](#)

Share your comments or questions!

Section 5: Word processing

1. Rate your ability to complete the following.

	I don't think I could do that	I could probably manage that	Fair/OK	Confident enough to show/tell others	This does not apply in my work environment
Naming one or more word processing applications					
Starting a new document, both blank or from templates					
Inserting and editing text					
Formatting text, including font, size, bold, italic, underline, and color					
Aligning text left, right, or center					
Changing line spacing					
Adjusting margins					
Cutting, copying and pasting					
Using the paint format tool to format text					
Inserting and editing an image					
Saving a document, renaming a document, and editing file type (e.g., from .doc to .pdf)					
Editing print settings in preview, and print					

Learn more about word processing applications!

[Microsoft Word for beginners, from DigitalLearn.org](#)

[Word tutorials from GCFLearnFree.org](#)

Share your comments or questions!

Section 6: Common devices

1. How comfortable are you using each of the following, in general?

	I don't think I could do that	I could probably manage that	Fair/OK	Confident enough to show/tell others	This does not apply in my work environment
iPad or iphone					
Android tablet or smart phone					
Kindle					
Nook					
Other eReaders					
Digital camera					
Roku, Amazon Fire TV Stick, or other media streaming devices					

Learn more about word processing applications!

[Microsoft Word for beginners, from DigitalLearn.org](#)

[Word tutorials from GCFLearnFree.org](#)

Share your comments or questions!

Section 7: Library databases and applications

1. Rate your confidence in performing the following functions, within your library's ILS (e.g. Symphony/ Horizon, Polaris, Sitka/Evergreen)

	I don't think I could do that	I could probably manage that	Fair/OK	Confident enough to show/tell others	This does not apply in my work environment
Log in to your local library database					
Locate and edit a patron record					
Check materials in or out					
Edit an item record					
Create an item record					
Run reports					

2. How confident would you feel in demonstrating these library applications?

	I don't think I could do that	I could probably manage that	Fair/OK	Confident enough to show/tell others	This does not apply in my work environment
ILL database(s)					
Subscription research databases					
Mango					
Hoopla					
OverDrive/Libby					
TumbleBooks					
Lynda					
RBDigital					
Other:					

3. Rate your confidence with these other popular library technologies.

	I don't think I could do that	I could probably manage that	Fair/OK	Confident enough to show/tell others	This does not apply in my work environment
Scheduling software					
Time management application (e.g., Kronos, ADP)					
Project management tools (e.g., trello)					
File sharing software (e.g. Sharepoint, Google Docs, Dropbox)					

Share your comments or questions!

Section 8: Social media

1. Rate your comfort with each of the following.

	I don't think I could do that	I could probably manage that	Fair/OK	Confident enough to show/tell others	This does not apply in my work environment
Identifying common social networking tools					
Creating a social media profile and editing privacy settings					
Uploading content, including photos, weblinks, and videos					
Finding people or pages on a social media site					
Sharing a social media profile to other applications					
Evaluating online content for currency, accuracy, authority, and purpose					
Using hashtags and filters to boost posts					

Learn more about social media!

[Intro to facebook, from DigitalLearn.org](#)

[Instagram basics, from GCFLearnFree.org](#)

[LinkedIn basics, from GCFLearnFree.org](#)

[More social media basics, from GCFLearnFree.org](#)

Share your comments or questions!