

“Improving Technology Knowledge and Skills in a Health Science Center Library”

Michael Pullin, MIS, PhD
Systems Librarian
UNT HSC, Fort Worth, TX

“Competencies are the abilities, qualities, strengths, and skills required for the success of the employee and the organization” – Sarah Houghton-Jan

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Development Phase

1. Identify functional areas within the library ♥
 2. Identify technology knowledge/skills (TKS) required for positions ◀
 3. Identify core TKS ◀
- ♥ = accomplished
◀ = in progress

Implementation Phase

1. Determine Current Level of TKS of Staff Members (pre-test)
2. Develop Training Program for TKS ◀
3. Develop Training Program for Area-Specific TKS ◀
4. Determine Level of TKS of Staff Members (post-test)

Evaluation Phase

1. Evaluate Training and Modify As Needed
2. Incorporate into New Library Staff Orientation

“If you’re not helping them learn, you’re helping them leave” – Bruce Massis

Technology Knowledge and Skills List

Staff Technology Knowledge Skills							
Knowledge / Skill	Ref	Access Svc Lib	Circ Support	Circ Staff	ILL	Tech Admin	
Link back knowledge/skill requirement to a task in their job description							
General PC / Network Tasks							
Turn on PC		✓	✓	✓	✓	✓	
Turn on / off monitor		✓	✓	✓	✓	✓	
Log on and off the PC		✓	✓	✓	✓	✓	
Shutdown / restart PC		✓	✓	✓	✓	✓	
Change your password		✓	✓	✓	✓	✓	
Connect to network drive		✓	✓	✓	✓	✓	
Run updates (Windows, Adobe, Java)		✓	✓	✓	✓	✓	
Connecting to VPN			X	X	X		
Accessing desktop PC remotely		✓	X	X	X		
Windows 7							
Use minimize, restore, maximize and close buttons		✓	✓	✓	✓	✓	
Find folders or files		✓	✓	✓	✓	✓	
File / folder organization		✓	✓	✓	✓	✓	
Making backup copies of files		✓	✓	✓	✓	✓	
Move, copy, rename or delete folders and files		✓	✓	✓	✓	✓	
Connect a USB ("flash" or "thumb") drive		✓	✓	✓	✓	✓	
Open and save files on hard drive / USB drive		✓	✓	✓	✓	✓	
Utilize Recycle Bin to retrieve a deleted file		✓	✓	✓	✓	✓	
Use Help		✓	✓	✓	✓	✓	
Check print queue		✓	✓	✓	✓	✓	
Delete job from queue		✓	✓	✓	✓	✓	
Change default printer		✓	✓	✓	✓	✓	

Project Web site:

www.txmike.com/unthsc/comp

Bibliography: (Major sources)

Core Technology Competencies for Librarians, ed. Thompson

Library Technology Reports, March-April 2007

Texas Teacher Technology Competencies

(See Project site for complete bibliography / full citations)

Training Web Site

“Core competencies not only define the present, they also ensure a future for the profession” – David Hunter