

## Technology Competency Set Portfolio Development Suggestions May 5, 2011

The Technology competencies address the technology skills and knowledge necessary for library work. They also address the role of libraries in providing access to and educating the user in the use of technologies and equipment relevant to information seeking, access and use. Given the rapid pace of change in both computer and multimedia technology and library services, it is challenging for library staff to maintain the needed technology skills.

These Portfolio Development Suggestions (PDS) include examples of possible activities you might use to demonstrate your achievements for each competency in this set. These activities that you design yourself will be the primary documentation of your achievements for your online portfolio.

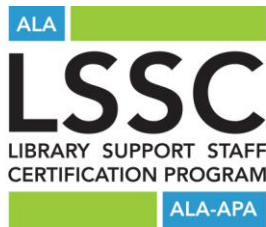
You might recognize some of these activities as experiences you have already had at work. You may also choose to use these as ideas for new self-directed learning projects and ways to demonstrate what you learned.

These are ONLY examples to help you get started thinking about both what experiences you already have related to specific competencies and what new learning you may want to pursue. While you may choose to use some of these suggestions for your Technology portfolio, you may also choose other relevant activities from your experience or new learning activities to demonstrate your proficiency in each competency.

The goal is to demonstrate that you have achieved the competencies. Your documentation may be a written narrative, a video, an audio recording or digitized copies of documents you have already prepared in your work experience. You may submit these documents in any format that can be uploaded into your online portfolio. Remember to make a clear link between the competency and the document so that evaluators will know what competency you are demonstrating. When appropriate, you may also apply documentation for one competency to another competency. If so, indicate that in your portfolio.

### Helpful Hints

In order to complete some of the activities you may need to conduct research. This research may be from print resources, web resources, visits to and observations of other libraries and interviews with library staff or library users. If you need to conduct



research to complete one of the activities listed below, be sure to cite the resources that you consulted and your personal opinion of what you learned.

Some of the PDSs ask for a bibliography. Usually a bibliography should include notations that are both descriptive and evaluative. Descriptive means your notation briefly describes what is relevant; evaluative means your opinion about what you read.

In some cases, we suggest that you compare and contrast what happens in at least two libraries or other settings. Compare and contrast means that you identify the similarities and differences between the way different libraries or other settings operate. If you currently work in a library, you may use that library as one of the examples. You may use the same type of library for comparison (public OR academic) or different types of libraries (public AND academic). Unless the suggested activity specifically indicates that you should look for examples in BOTH public and academic libraries, you may choose which types you would like to compare and contrast. You can discover how other libraries operate by conducting online research or by visiting another library and interviewing its staff.

You may also be asked to analyze or describe “your community.” Community is a broad term that could mean the community served by a public library or the higher education community served by an academic library.

### In Summary

In summary, in order to submit this competency set as completed, you are expected to demonstrate that you have achieved each of the 13 individual competencies in the Technology competency set. However, you are NOT expected to complete any or all of the examples listed with each competency.

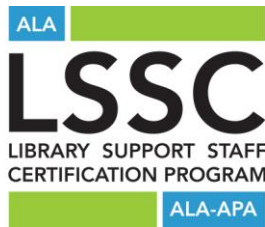
Good luck as you achieve this competency set.

### **Technology Competencies**

#### **Library Support Staff will know:**

**Competency 1. General trends and developments of appropriate technology in all library functions and services, whether offered in the library or through remote access.**

#### **Portfolio Development Suggestions**



1.1 Describe the multimedia and computer technologies that are used in two libraries by library staff in different departments; by library administration; by staff interacting with library users; by library users in the library; and by library users accessing library services remotely. What are the similarities and differences between the two libraries? What changes do you see in each of these technologies in the next two years?

1.2 Describe three emerging library technologies and the purposes for which they are being used. Discuss the pros and cons of each technology and how it might be used by or benefit library users and staff in a library.

1.3 Discuss two social media tools and how they might actually be incorporated into library work. Create a link to each tool in your portfolio. Evaluate its usefulness. How might a library use social media tools to better communicate with library users?

**Competency 2. Technology's role in creating, retrieving, and delivering library resources, functions, and services.**

#### Portfolio Development Suggestions

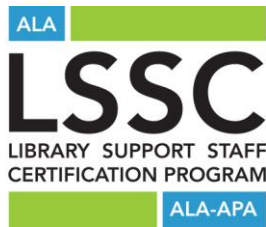
2.1 Describe how multimedia and computer technologies and applications are being used to create information. Give at least three examples of how these might be used in a library.

2.2 Discuss how technology impacts the delivery of library resources and why it is important in accessing information. Give at least three concrete examples showing different technological methods of accessing information and the circumstances in which they are used.

2.3 Create a Delicious account to bookmark web sites that might be frequently used by staff at a library to answer reference questions. Interview a librarian about frequently asked reference questions and create your Delicious account. Create tags for each site and link to your account on your online portfolio.

2.4 Describe how a library could use a technology to enhance or replace a face-to-face service (for example, virtual reference). Find three examples from library sites and compare and contrast their ease of use, accessibility, timeliness, and potential results for the library user.

**Competency 3. The role and responsibility of libraries to introduce relevant applications of technology to the public, including assistive technology.**



### Portfolio Development Suggestions

3.1 Read three articles on the role of libraries in introducing technologies within their service communities so that library users and staff can access, read, hear, and view library and other materials. Include assistive technologies in your research. Analyze and discuss what would be required for a new technology to be initiated in a library.

3.2 List potential access challenges that may face library users and employees with disabilities within the programs, services, and resources offered using electronic and information technology at a library. How would a library meet these challenges? Using the American Library Association for Specialized and Cooperative Library Agencies' (ASCLA's) "Think Accessible: Internet and Web-based Content Accessibility Checklist," evaluate a webpage or other electronic resource.

3.3 Describe a new technology that was implemented in a library. What was its purpose? How did you, other library staff, or library users respond to the change and how did it effect library operations? What other impacts, intended or otherwise, did you observe? Did it improve library services and, if so, how? If it did not, what changes would you recommend?

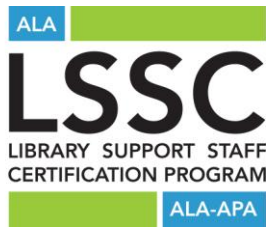
### **Competency 4. Basic computer operations needed to access library applications, software, and productivity tools.**

#### Portfolio Development Suggestions

4.1 Create a PowerPoint about some aspect of library application software (for example, the library's online catalog, circulation system, online holds) that could be mounted on a library's website for library user access. Share your PowerPoint draft with at least two other library staff members and report their suggestions for improvement.

4.2 Keep a log for a week of questions asked at computer stations by library users. Choose five "how to" questions and create a mock video, audio recording, or written script showing how you would work with users to help them with the specific information or skills they requested.

4.3 Create a document about a library's online circulation data in which you incorporate a table, an imported image, and an imported chart from a spreadsheet application. Demonstrate three different types of text formatting and convert the document to another type of file.



## **Competency 5. Basic networking technologies and protocols.**

### Portfolio Development Suggestions

5.1 Describe the purpose and use for each of the following connection types: phone, ethernet, serial, parallel printer, USB, cable, and firewire. Identify which of these technologies or protocols are present in the library in which you work, or a library with which you are familiar, and how they are used in that library.

5.2 Create a guide or tutorial for library users to explain how to connect to a library's wireless network. Include definitions for terms associated with wireless networking.

## **Competency 6. Basic data security principles and best practices to ensure the integrity of data and the confidentiality of user activities.**

### Portfolio Development Suggestions

6.1 Using a library's policies and the Code of Ethics of the American Library Association (2008), describe how you would respond to the privacy issues raised by this scenario: You overhear a library co-worker while s/he is reshelving books say to a library user, "I just love looking at your online circulation records to see what you're reading. It's so interesting! I enjoy reading anything you've checked out!" What security measures can a library take to ensure that online circulation records are kept private?

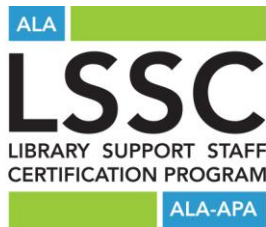
6.2 Create a mock brochure or web page for library users, describing how a library ensures their privacy in such areas as the online catalog, online interlibrary loan requests, electronic notification of reserves, and use of the internet in the library.

6.3 Create an educational brochure for library users, detailing best practices for defending their electronic information against at least three different security threats: for example, spam, phishing, viruses, wireless connections, or social networking identity theft.

## **Competency 7. Concepts and issues concerning the appropriate use of technology by different user groups.**

### Portfolio Development Suggestions

7.1 Discuss what policies a library might have that indicate what technology is appropriate for different user groups. Look at appropriateness in relation to state or



federal law, age, disability, language skill, library security, and consideration of the needs of all users.

7.2 Not everybody uses technology in the same way. Show through a video, audio recording, or written script how you might demonstrate a search for information in a library database or using a search engine to three of the different user groups listed: children, teens, adults, and seniors and different disabilities: hearing, sight, mental impairment, and learning disabilities.

7.3 Create an information guide for three different user groups concerning the issues surrounding the use of social networking sites such as Facebook and MySpace.

### **Library Support Staff will be able to:**

#### **Competency 8. Adapt to changes in technology.**

##### **Portfolio Development Suggestions**

8.1 Access three library-related blogs; post feedback and comments. Create a blog of your own for a library function. Upload your blog to your portfolio.

8.2 Create a library-related Facebook or LinkedIn social network account with profile and get connected to at least five individuals. Evaluate your experience and the usefulness of this tool personally and in a library environment.

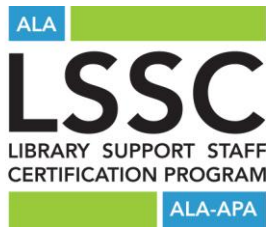
#### **Competency 9. Transfer information gained from training into the work place.**

##### **Portfolio Development Suggestions**

9.1 Describe how successfully you were able to apply learning in training experience to new technologies on the job. What opportunities and challenges did they offer? How did they affect ways in which you perform your job? Demonstrate for your portfolio, if possible, the technology learning you gained.

9.2 Create a Twitter or other online social messaging account. With at least one other library worker, share your thoughts on what you have learned and how you might apply it in the library workplace. Link to your Twitter or other social messaging account in your portfolio.

9.3 Describe how the products you developed for your portfolio have been useful for your library's users and staff. Why did you use the technologies that you did? Why did



you include what you included? How will the products you developed be used in the future in your library?

**Competency 10. Assist and train users to operate public equipment, connect to the Internet, utilize library software applications, and access library services from remote locations.**

#### Portfolio Development Suggestions

10.1 Describe the challenges and successes you have experienced in assisting and training users to operate public equipment, connect to the Internet, become comfortable using the online catalog, or use other library-specific technology. Indicate how you would change and improve the way you assist or train library users.

10.2 Create a library user guide that would assist users in becoming comfortable with a library technology service--for example, a user guide for those with removable media (e.g. a flash drive) so that they are able to insert it into a PC, save and download content, and remove it appropriately.

10.3 Create a video, audio recording, or provide a written script showing a mock interaction in which you teach a library user how to set up a e-mail account, check an e-mail account, find software to write a resume, and find job openings online.

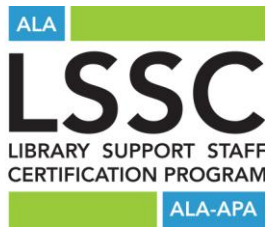
**Competency 11. Use information discovery tools including the library's catalog, core library databases, and Internet search engines.**

#### Portfolio Development Suggestions

11.1 Obtain the permission of three library users to observe their use of the library's catalog, library databases, or Internet search engines. Solicit their challenges and successes in using these library tools. Write a report for the library detailing what you learn.

11.2 Conduct an Internet search on three topics, including at least one that might be controversial for children. Conduct one search in a children's area that uses an Internet filter or other device for limiting access by children to the Internet. Conduct the same search in a library department primarily used by adults. Describe the search process and results, focusing on any differences in the resources retrieved.

11.3 Describe three kinds of information that a library user could find using each of the following library discovery tools: library catalog, email interaction with library



staff, library databases, library web site, and one other information discovery tool of your choice.

**Competency 12. Perform basic troubleshooting of technical problems and resolve or appropriately refer those problems.**

Portfolio Development Suggestions

12.1 Describe your challenges and successes in troubleshooting and resolving problems with computer technology, multimedia technology, and basic office technology. How do you decide whether to try to fix these problems yourself or to refer the problems to others?

12.2 Develop a troubleshooting checklist for basic technical problems for at least two pieces of equipment in a library. Include in the checklist steps to take before calling the person(s) on the library staff with the most information technology expertise or the library's IT department. Share the checklist with other staff in the library and revise it based on their suggestions.

12.3 Create a video, audio recording, or script in which you show how to correctly connect a computer workstation in a library, including peripherals such as a printer.

**Competency 13. Access and use basic assistive technologies, where appropriate, to ensure that all users have equitable access to technology.**

Portfolio Development Suggestions

13.1 Visit a library with assistive technology and interview library staff about the challenges and successes in helping users with assistive technologies. What insights did you gain from your experiences that you would use when helping library users with assistive technology?

13.2 Evaluate a library's assistive technology resources and how they support the mission and goals of the library. Create a community resource guide for library users, detailing where assistive technologies are available for community members' use.