Technology Proficiency

Checklist

The following technology proficiencies are necessary for all of us, to be fully engaged in the digital world. Rate yourself to see how you’re doing and where you can learn.

I have read my organisation policy with regard to technology access for staff and for patrons.

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| **Proficiency**  | **How am I doing?** |
| **Basic Computer Skills**  | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Turn on & shut down the computer |  |  |  |
| Turn the monitor on and off |  |  |  |
| Know basic parts of the computer: monitor, CPU, mouse, keyboard, USB port |  |  |  |
| Use the mouse: left-click, right-click, drag and drop |  |  |  |
| Know how to use the keyboard |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **Windows Operating System**  | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Start a program from the Start menu |  |  |  |
| Manage computer settings from the Control Panel |  |  |  |
| Exit a program |  |  |  |
| Save files |  |  |  |
| Change file name or location using Save As |  |  |  |
| Minimize and maximize a window |  |  |  |
| Scroll within a document |  |  |  |
| Manage multiple windows using the taskbar |  |  |  |
| Use menus and toolbars |  |  |  |
| Use the Help feature in programs |  |  |  |
| Find and open files by browsing from within a program |  |  |  |
| Find file icons and open them |  |  |  |
| Drag files to a new location |  |  |  |
| Copy files and paste them into a new location |  |  |  |
| Understand the difference between files and folders |  |  |  |
| Make a new folder |  |  |  |
| Delete a file or a folder |  |  |  |
| Empty the recycle bin and restore files from the recycle bin |  |  |  |
| Tab between fields |  |  |  |
| Respond to dialog boxes |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **Troubleshooting**  | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Check the various connections in the back of the computer |  |  |  |
| Reboot the computer |  |  |  |
| Use Ctrl-Alt-Delete and the Task Manager to end non-responsive programs |  |  |  |
| Turn on the WIFI on a computer  |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **Printers and Printing**  | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Turn the printer on and off |  |  |  |
| Load paper |  |  |  |
| Clear a paper jam |  |  |  |
| Replace toner |  |  |  |
| Use print preview |  |  |  |
| Switch between portrait and landscape printing |  |  |  |
| Print specific pages or selections |  |  |  |
| Print multiple copies |  |  |  |
| Print on both sides of the paper manually |  |  |  |
| Scan documents as images |  |  |  |
| Scan documents as .pdf |  |  |  |
| Change from black and white to colour printing |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **External Storage Devices**  | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Know how to determine the capacity of flash drives (USB) |  |  |  |
| Insertflash drives(USB) and access the files they contain |  |  |  |
| Copy files to flash drives (USB) |  |  |  |
| Save files to Google docs or similar storage |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **File Management**  | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Understand the differences between files and folders |  |  |  |
| Copy and paste, drag and drop within files and whole files/folders |  |  |  |
| Navigate in the file structure to open, save, or delete files or folders |  |  |  |
| Empty and or recover files from recycle bin |  |  |  |
| Understand file extensions (.docx, .xls., .pptx) |  |  |  |
| Create files and folders |  |  |  |
| Move files between folders or drives |  |  |  |
| Copy files between folders, to flash drive or other external storage device |  |  |  |
| Delete files and folders |  |  |  |
| Backup files – to a website, a USB device, to a network drive, to the ‘cloud’ |  |  |  |
| Open and save a file |  |  |  |
| Rename a file and folder |  |  |  |
| Create a shortcut to a file, a folder, or program |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **Word Processing**  | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Insert, edit text |  |  |  |
| Change font and font size |  |  |  |
| Align text: left, right, center |  |  |  |
| Bold, italic, underlined text |  |  |  |
| Change line spacing |  |  |  |
| Change margins |  |  |  |
| Cut, copy and paste |  |  |  |
| Use spell check |  |  |  |
| Copy text from web into Word and clean it up |  |  |  |
| Use Print Preview & print selection |  |  |  |
| Understand different word processing file types (i.e. .doc, .docx, .pdf) |  |  |  |
| Use the snipping tool |  |  |  |
| Turn on and off the track changes |  |  |  |
| Global font change in a document from all capitals to sentence case |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **Internet and Web Browsers**  | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Understand what a web browser does |  |  |  |
| Understand what a URL or web address is |  |  |  |
| Find and open a web browser - Internet Explorer, Chrome and Firefox |  |  |  |
| Switch from one browser to another  |  |  |  |
| Type in a web address |  |  |  |
| Navigate using links |  |  |  |
| Use Back, Forward, Home buttons |  |  |  |
| View the browsing history |  |  |  |
| Delete history and temporary files |  |  |  |
| Manage cookies |  |  |  |
| Manage pop-ups |  |  |  |
| Fill out an online form |  |  |  |
| Add, delete and organise bookmarks or favourites |  |  |  |
| Use a search engine |  |  |  |
| Print all or part of a web page |  |  |  |
| Use the Find command including knowing the keyboard shortcut |  |  |  |
| Change the text size on the screen |  |  |  |
| Download a file from the Internet |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **Email**  | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Access webmail by typing in web address |  |  |  |
| Log into account |  |  |  |
| Read, archive, and delete messages |  |  |  |
| Send messages to one recipient or to multiple recipients |  |  |  |
| Reply to and forward messages |  |  |  |
| Print messages |  |  |  |
| Open & download attachments |  |  |  |
| Send attachments |  |  |  |
| Understand basic email etiquette |  |  |  |
| Set up an email signature |  |  |  |
| Recall an email |  |  |  |
| Know how to send blind copy emails |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **Electronic Reading Devices**  | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Downloading ebook content |  |  |  |
| Connecting device and transferring content |  |  |  |
| Understand ebook file types and compatible devices |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **Digital Camera and Images**  | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Taking digital pictures |  |  |  |
| Connecting camera and transferring photos to computer |  |  |  |
| Uploading photos to email, photo sharing websites, Facebook, etc |  |  |  |
| Managing and organizing photos on computer |  |  |  |
| Editing photos in photo editing software, i.e. Picasa, Microsoft Photo Manager including resizing |  |  |  |
| Share images across from mobile phone using messenger and email |  |  |  |
| Record video on mobile phone |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **Social Networking**  | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Familiar with social networking tools |  |  |  |
| Understand privacy issues and how to adjust the settings |  |  |  |
| Edit options and settings  |  |  |  |
| Upload content such as photos and videos |  |  |  |

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| Download music |  |  |  |
| Understand file types (wma, mp3) |  |  |  |
| Manage and organize music |  |  |  |
| Understand file sharing and copyright infringement issues |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **Microfilm reader** | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| How to thread the film on microfilm reader |  |  |  |
| How to load fiche |  |  |  |
| How to print and save displayed information |  |  |  |
| How to zoom, recentre, change orientation |  |  |  |
| How to rewind - fast or slow |  |  |  |
| Know the additional features on computer linked microfilm devices |  |  |  |
| How to replace the globe |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **Scanners** | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Scan from the flat plate |  |  |  |
| Scan from a multi feeder |  |  |  |
| Scan to email |  |  |  |
| Save the scanned documents to thumb drive (USB) |  |  |  |
| Scan in frames for image scanning |  |  |  |
| How to clean the surface |  |  |  |
| Scan for Optical Character Recognition (OCR) |  |  |  |

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| **Proficiency**  | **How am I doing?** |
| **Self service technology** | **Know** **really** **well** | **Know** **a little** | **Don’t** **know** |
| Troubleshoot scan not reading card |  |  |  |
| Top up paper in print kiosk |  |  |  |
| Replace issues slip or receipt slip |  |  |  |
| Turn on / off email option for issues slips |  |  |  |
| How to clean the surface |  |  |  |
| Clean the screen |  |  |  |
| Use computer booking system |  |  |  |
| Manage EFTPOS payments at kiosk |  |  |  |