

I.T. competencies all staff 2010

11th February 2010

+

Aim: To provide a professional, high quality, customer focussed service.

General IT competencies All staff are expected to have a minimum level of IT competencies in order to work effectively within the CPIT IT infrastructure. This minimum level is covered by the CPIT staff computer training and includes:	Date checked
• Confidently knowing your way around a PC	
• Being able to navigate the CPIT website	
• A working knowledge of desktop applications available at CPIT (current standard staff and student images, Microsoft Office, Groupwise etc.)	
• All staff are expected to have completed staff computer training or proven RPL	
• All staff are expected to be familiar with the Library WIKI and be able to add and edit content, and upload files.	
• Knowledge of LLIS website and Blog	
Core IT competencies for supporting students	
• Knowledge of IT facilities available to students	
• Familiar with what is available on a standard student image	
Function and location of Kiosks at enrolments	
• Knowledge of StudentWeb	
• Familiar with Jasper and what is available to students on Jasper	
• Function and availability of username and password, inc. when it is activated and who can help.	
• Function of Polycard and who supports it – includes printing, copying and afterhours access.	
• Basic printing and copying support	
• How and when to contact the IT Service Desk	
• Reporting and recording IT issues	
• Moodle – Logging onto Moodle and locating key documents	
• Timetable Viewer	
Library 2.0 – beyond the basics	Date checked
• Knowledge of Web 2.0 tools inc social networking tools	
• Basic HTML	
• Writing for the web	
• Understanding RSS	
• M-Libraries	
• Podcasting, Video-casting	
• Applications	
• Cloud computing	
Voyager Competencies	Date checked
• Issue and renew material including items that require date to be inserted	

h:\inst librarian1\library\staff\polytechnic staff competencies\cpit
it_competencies_allstaff_2010[1].docx
Monday, 15 August 2011

manually, e.g. issuing academic videos. Advise customer of return date and advise them of any material currently on loan and the return date.	
<ul style="list-style-type: none"> • Change the date on Voyager Circulation to an earlier date to check in overnight returns (always use the calendar rather than typing the date) 	
<ul style="list-style-type: none"> • Place reserves on items 	
<ul style="list-style-type: none"> • Enrol and update borrower records in exceptional circumstances (Note: all staff & student information automatically loaded from Jasper (student system) to Voyager) 	
<ul style="list-style-type: none"> • Answer <u>basic</u> bibliographic enquiries using Voyager, e.g. look up a shelf location, title or author and to direct a customer to the appropriate area using a library map 	
<ul style="list-style-type: none"> • Utilise open questions to ascertain what the customer wants and direct to the Information Desk as appropriate 	
<ul style="list-style-type: none"> • Always give the message that if the customer can not find what they are looking for, to please come back to the Information desk where staff help is available 	
<ul style="list-style-type: none"> • Refer customer to the Information Desk if they request tuition in the use of the computer catalogue, databases or internet 	
<ul style="list-style-type: none"> • Take money for fines and “lost” books following agreed procedures 	
<ul style="list-style-type: none"> • Change item status on Voyager to “claimed returned” or “missing” 	