

## Information Desk Competencies

11<sup>th</sup> February 2010

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

<b>Reference/Information Enquiries</b>	Date checked
<ul style="list-style-type: none"> <li>• Conduct a reference interview to determine client needs.</li> </ul>	
<ul style="list-style-type: none"> <li>• Have the ability to identify appropriate resources and databases to find information.</li> </ul>	
<ul style="list-style-type: none"> <li>• Be able to construct search strategies to answer reference queries.</li> </ul>	
<ul style="list-style-type: none"> <li>• Be able to apply the search strategies to a wide range of databases.</li> </ul>	
<ul style="list-style-type: none"> <li>• Explain to students how to use library resources to best meet their information needs.</li> </ul>	
<ul style="list-style-type: none"> <li>• Continually develop knowledge of databases and be aware of changes to library database subscriptions.</li> </ul>	
<ul style="list-style-type: none"> <li>• Have a good knowledge of the Reference Collection.</li> </ul>	
<ul style="list-style-type: none"> <li>• Keep up to date with current assignments.</li> </ul>	
<ul style="list-style-type: none"> <li>• An awareness of Learning Services and the services they offer students.</li> </ul>	
<ul style="list-style-type: none"> <li>• Be familiar with the information literacy needs of students.</li> </ul>	
<ul style="list-style-type: none"> <li>• Have a knowledge of the library web pages and know where to find information.</li> </ul>	
<ul style="list-style-type: none"> <li>• Have a working knowledge of Google.</li> </ul>	
<ul style="list-style-type: none"> <li>• Be able to explain what Endnote is and how staff can utilise it.</li> </ul>	
<ul style="list-style-type: none"> <li>• Be aware of copyright law as it relates to the library and know who to refer staff clients to regarding copyright.</li> </ul>	
<ul style="list-style-type: none"> <li>• Understand the interloans process and the guidelines as to who is eligible for interloans.</li> </ul>	
<ul style="list-style-type: none"> <li>• APA referencing</li> </ul>	
<b>Core IT competencies including supporting the POD</b>	Date checked
Microsoft Office support basic to medium including: <ul style="list-style-type: none"> <li>• Header/Footer editing</li> <li>• spell/grammar checker</li> <li>• reference spacing,</li> <li>• bold/italic</li> <li>• indenting esp. hanging indent</li> <li>• paragraph/text spacing</li> <li>• text alignment</li> <li>• table of contents headings</li> <li>• margins</li> <li>• page breaks</li> <li>• page numbering</li> </ul> Working with excel	
Using the scanner including: <ul style="list-style-type: none"> <li>• image cropping</li> <li>• scanning to PDF</li> </ul>	

<ul style="list-style-type: none"> <li>• image rotating and sizing</li> </ul>	
<p>Basic PC trouble shooting including:</p> <ul style="list-style-type: none"> <li>• Saving to USB drive</li> </ul>	
<p>Printing including:</p> <ul style="list-style-type: none"> <li>• Powerpoint slides as handouts</li> <li>• Colour</li> <li>• Printing specific pages</li> <li>• Transparencies</li> <li>• Troubleshooting general printing issues</li> </ul>	
<ul style="list-style-type: none"> <li>• Assisting with setting up student email</li> </ul>	
<ul style="list-style-type: none"> <li>• Understanding the role of the IT Service Desk - Escalating issues to IT Service Desk.</li> </ul>	
<ul style="list-style-type: none"> <li>• Assisting students to set up wireless access (using the instructions)</li> </ul>	
<ul style="list-style-type: none"> <li>• Function of Kiosk at enrolments</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of CPIT computing policies</li> </ul>	
<ul style="list-style-type: none"> <li>• Function of Jasper online</li> </ul>	