

E-Competencies

ALA GODORT: Government Documents Round Table

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Tier I: Must Skills, or E-Competencies that every depository librarian must have

1. Computers 101: Have a *basic* knowledge of the following terms:

- hardware
- software
- the 'Web'
- CPU
- monitor
- peripherals (drives: 3.5 floppy, legacy 5.25 floppy, CD-ROM, DVD, Zip)
- keyboard
- mouse or other mouse-like device
- printer
- electrical surge protection

2. An understanding of the rationale behind (and function of) GPO's Minimum Technical Guidelines and an ability to communicate this to one's local systems office or administration (have a **basic knowledge of these terms from the latest Minimum Technical Guidelines for Public Access Workstations in Federal Depository Libraries):**

- Processor
- Memory (RAM)
- Ports
- I/O bus
- Video
- Audio
- Hard Disk Drive
- Removable/External Storage
- DVD Drive
- Monitor

- Printer
- Keyboard and Pointing Device
- Internet Connectivity
- Operating System
- Communications
- Software
 - Web Browser
 - Database
 - Spreadsheet
 - Word Processor
 - Mapping Software
 - .pdf file viewer

3. Competency with Windows operating system

Understanding of Windows directory structures, file formats, and basic operations such as finding programs, printing, rebooting a computer, etc.

4. Competency with web browsers and common web file formats

Ability to navigate web pages; competency with Adobe Acrobat software (files in .pdf format, such as tax forms) and TIFF (tagged image file format); competency in recognizing and dealing with other common file types, including spreadsheet/excel, images (.gif, .jpg), etc. Awareness of the various ways in which documents can be placed on the web and what the differences will mean (e.g., .pdf will take longer to load)

5. Competency with e-mail

Ability to send, receive, forward mail and attachments

6. Competency with electronic catalogs and databases

Ability to use the *Catalog of United States Government Publications* and the databases of GPO Access; and other catalogs, public or private, which may be helpful for government information, such as the Library of Congress Catalog, OCLC Worldcat, or commercially enhanced products featuring GPO cataloging

7. Competency with web URLs

Ability to readily find an agency home page. Competency with web search engine strategies, especially those relating to Government information (ability to search Firstgov, Google and Google Uncle Sam, Pathway Indexer, etc.)

8. Awareness of user ability and experience

Many off-campus users have limited access to or experience with computer resources. Depository library professionals must be prepared to assist users with navigation and software troubleshooting by phone, e-mail or personal contact.

Tier II: Skills which must be possessed by someone working with the public in a depository library

1. Ability to use above knowledge to install and troubleshoot software

Includes ability to recognize file formats common in software installation (find a setup or install executable file; find and open a readme file). Competency with utilities such as FTP and file decompression/compression utilities (ability to unzip files)

2. Basic skills with word processing and spreadsheet software

Ability to format, print, and download documents in these formats

Tier III: Skills which are very helpful to have, especially in a depository library serving clientele performing research

1. Competency with database software, such as MS Access, FilemakerPro, etc.

Much government data is compatible with (and desirable to use in) a database format. In addition, managing item selections, etc., can greatly be aided by an ability to use databases.

2. DOS commands, to support a number of older (CD and floppy) electronic products

3. Basic UNIX commands

4. Competency with statistical software, such as SPSS and/or SAS

5. Ability to do all of the pc skills above with Mac, too

6. Web authoring skills:

Html, knowledge of web authoring software products, knowledge of web authoring principles

7. Competency with GIS applications and data

**WHAT GODORT IS DOING TO HELP GOVERNMENT INFORMATION PROFESSIONALS
GAIN THESE E-COMPETENCIES**

GODORT-Created Resources:

<http://sunsite.berkeley.edu/GODORT/created.html>

Cataloging Committee

GPO PURL Alert
Toolbox for Processing and Cataloging
Federal Government Documents

Education Committee

GODORT Handout Exchange
Government Information and Depository
Management Clearinghouse

Federal Documents Task Force

Frequently Used Sites Related to U.S. Federal
Government Information

**Government Information Technology
Committee**

CD-ROM Doc: GODORT CD-ROM
Documentation Service
Government Information Web Page Template
How to Find Information about Government
CD-ROM Products

Other

Gov Docs Processing Tutorial, a
collaborative project of AALL and
GODORT

Your input is welcome! What else should be on
this draft list? How can GODORT help you gain
proficiency in developing these e-competencies?
Please respond to:

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