

Technology Skills

1. Save a document or spreadsheet to a flash drive.
2. Attach a document to an email and send it to your manager.
3. What Windows keyboard shortcuts allow you to move from one running program to another without clicking on the mouse at all?
4. A customer wishes to check out an item, but you find out there is no record or that it is not in the system (Sirsi WorkFlows). What are the steps for putting an item “on the fly”?
5. A customer is trying to print from a Web page that has no embedded “print” icon. An icon does not appear in the browser window either. How can they print?

Online Resources

1. A customer would like to request an item, but the Library does not own a copy. What are the steps for getting to the ILL web page to submit requests for items from another library system?
2. Use All-Data to find a diagram for the brake system of a specific year, make, and model of car.
3. A customer is going on a mission trip to Afghanistan and needs to learn some basic phrases in Pashto. What can you recommend and demonstrate?
4. A customer would like to find an article from *Consumer Reports* about reverse-osmosis water filtration.
5. A customer has just read Michael Chabon’s *The Amazing Adventures of Kavalier and Clay* and wants a recommendation for a similar title.

Facility

1. A customer is reported stalking individuals in the building. As the person-in-charge, where would you find the blank Incident Report form?
2. All incident reports are submitted to a specific email address in addition to emailing your manager and assistant manager. What is this specific email address?
3. It’s 77 degrees Fahrenheit on the main floor. How do you report this?
4. There is a terrible thunderstorm and the lights have gone out. With staff computers unavailable, how is this reported?
5. A customer wants to use a meeting room for their neighborhood organization and asks what refreshments may be served. Where would you find this list?

Equipment

1. The self-checkout machine is reported as indicating “Out of Order/Service” on the screen. What is one way to attempt to troubleshoot to regain order and connection?
2. A customer accidentally put their library card in the print card dispenser. Before calling Coin Copiers, how might it be removed?
3. A customer accidentally printed the wrong page of a very important document and used the last of the value on their print card. They have no cash. How can you print a page for free?

4. A customer reports that the HPL laptop they are using is asking for a certificate to access certain Web sites. You reboot the laptop and try several browsers, but are unsuccessful. After checking the laptop in and checking a new one out to the customer, how do you get it fixed?
5. Which number on the 3M gates is recorded at the end of the day?