Northstar Digital Literacy Assessment – Heights Libraries

Summary
Heights Libraries uses Northstar Digital Literacy to assess the tech skills of its employees. Assessments focus on essential computer and software skills. Modules will be assigned based on an employee's duties. At this time, all public service staff are assessed on the 9 modules below.

Essential Computer Skills	Essential Software Skills
Basic Computer Skills	Word
Internet Basics	Excel
Using Email	PowerPoint
Windows 10	Google Docs
Mac OS	

The purpose of the assessment is for the library and the employee to learn what tech skills have been mastered and what skills need to be improved. Training will be offered to anyone who needs help post-assessment.

Using Northstar
At Heights Libraries, staff do not have accounts – if we did so, it would be learner accounts, not staff accounts. This limits the number of people who have access to staff scores. Currently only 5 staff members of the Continuing Education department have access to the Northstar Admin Portal and only two regularly use it.

Assessments are proctored for both new and existing staff. This means that all staff members receive a certificate upon completion (sense of accomplishment) for each module passed.

Staff members schedule times to be proctored by a Tech Trainer in the Continuing Education department. Up to 5 staff members at a time (to maintain social distancing in the space). Testing can be done either in person or virtually using Zoom.

We are beginning to test dividing 2-hr sessions into 1-hr blocks – the first hour is for the first 5 assessments, the second for the final 4. This is an effort to limit stress on staff members and make scheduling easier for managers. We do offer the option for staff members to stay for the full 2-hours if they prefer. These sessions will be a mix of those taking assessments for first time and those retaking assessments they did not previously pass. If staff do not pass assessments, we provide them with list of skills they should work on along with tutorials and plan to retest them again after 1 month.

Proctored sessions will be available for staff members taking the assessments for the first time and those retaking assessments. Staff may stay for the full two hours to complete all 9 assessments if they choose.

During the assessment, staff will receive a warning at approximately 10 minutes before the end of their session to finish their current assessment. Staff are asked to bring their own headphones.

Prior to their assessment session, staff will receive an email from the Continuing Education department with a link to Northstar's Orientation video, a reminder to bring headphones, and links to trainings to prepare for the assessments. A draft of the email is below:

> Hi [name],
> You are scheduled for Northstar Digital Literacy assessments on [date] at [time]. You will be taking the following assessments during this time [list of assessments].
>
> On the day of your assessments, please bring headphone with you. Please also review Northstar's Orientation video beforehand: https://youtu.be/NvVZfk0wXro. You will be able to view this video again during the assessments.
>
> If you'd like review before your assessments, check out these trainings:
>
> [list of online resources from GCFLearnFree.org provided]
>
> Let me know if you have any questions!
>
> Thanks,
>
> Ann

Procedures for New Employee Assessments
As part of new hire orientation, a new employee takes the assessment within their first 30 Days.

1. If they pass all modules assigned there is no further testing at this time.
    a. The Certificate of Completion is uploaded to their profile in the library's performance management system and the activity is marked as "Passed".

2. If they do not pass a module, they will retake it a month later – more time can be granted.
    a. The activity is marked "Completed" in the performance management system, but the Certificate of Completion will only reflect modules passed.
    b. The activity is marked "Passed" when they pass all modules assigned.
    c. Training will be assigned when needed (see Appendix).

<u>Procedures for Current Employee Assessments</u>
We started testing current employees in late 2021, with the goal of having everyone on staff take a proctored assessment by early 2023.

1. Assessment of current employees will be structured in the following way:
   a. Public Service Employees
      i. Main Library
      ii. Branches

   b. Non-Public Service Employees

2. Employee takes the assessment
   a. If they pass all modules assigned there is no further testing at this time.
      i. The Certificate of Completion is uploaded to their profile in the library's performance management system and the activity is marked "Passed".

   b. If they do not pass a module, they will retake it a month later - more time can be granted.
      i. The activity is marked "Completed" in the performance management system, but the Certificate of Completion will only reflect modules passed.
      ii. The activity is marked "Passed" when they pass all modules assigned.
      iii. Training will be assigned when needed (see Appendix).

<u>Additional Information</u>
For more information on how Heights Libraries uses Northstar Digital Literacy Assessment for staff professional development, please contact:

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- Ann MacNamara, Tech Trainer
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Appendix – Training List

Assessment	Trainings
Basic Computer Skills	• Computer Basics Part 1 - Mousing (Heights Libraries) • Computer Basics Part 2 - Computer (Heights Libraries) • Computer Basics (GCFLearnFree)
Internet Basics	• Computer Basics Part 4 - Using the Internet (Heights Libraries) • Computer Basics Part 7 - Searching the Web (Heights Libraries) • Computer Basics Part 8 - Internet Safety Basics (Heights Libraries) • Internet Basics (GCFLearnFree)
Using Email	• Email 101 (GCFLearnFree) • Email Etiquette (GCFLearnFree)
Windows	• Computer Basics Part 3 - Windows (Heights Libraries) • Windows Basics (GCFLearnFree)
Mac OS	• MacOS Basics (GCFLearnFree) • Mac Basics 1 (handout – Heights Libraries) • Mac Basics 2 (handout – Heights Libraries)
Microsoft Word	• Word (GCFLearnFree) • Word 2019 Essential Training (LinkedIn Learning) • Word Basics (handout – Heights Libraries)
Microsoft Excel	• Excel (GCFLearnFree) • Excel 2019 Essential Training (LinkedIn Learning) • Excel Basics (handout – Heights Libraries) • Excel Part 2 (handout – Heights Libraries)
Microsoft PowerPoint	• PowerPoint (GCFLearnFree) • PowerPoint 2019 Essential Training (LinkedIn Learning) • PowerPoint Basics (handout – Heights Libraries)
Google Docs	• Google Docs (GCFLearnFree) • Google Docs Essential Training (LinkedIn Learning)