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HOW TO HIRE LIBRARY IT STAFF

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OPLIN





"My primary criteria, so far very rarely met (and I mean that with utmost seriousness-rarely met) are basic competence and sanity. Of the techs I have worked with or hired or recommended, only a sad handful have been competent and sane."

Library administrator



What we're covering:

- Writing the ad, looking at resumes
- The interview
- Warning signs
- Practical strategies
- What does this mean to me, Laura?



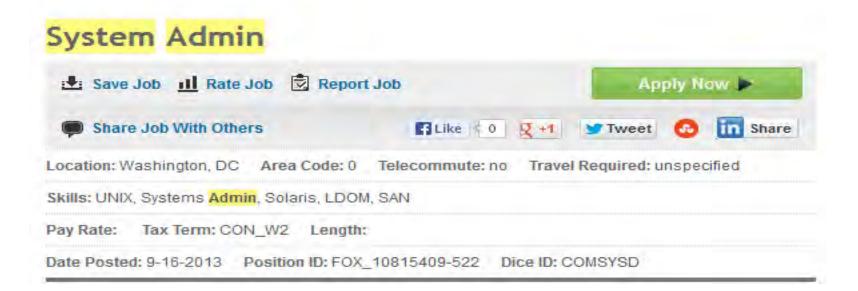
1. Writing the

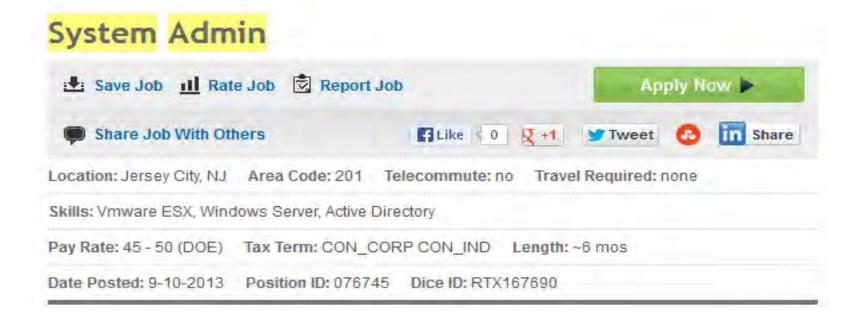
They're laughing at your ads



Determine real needs







Certifications vs. non-certified, degreed vs. non-degreed





"The days of self-taught tech staff are over. Things have gotten too complicated."

Library technology manager



"Having a list of [certifications] may be more about the ability to take tests and pay for them than taking that information and applying it to real world problems..."

Library technology manager

What about degrees?



Market realities

"Realize that, in many cases, the salary of a credentialed tech is higher than many of the existing library staff. It is simply a market factor. Technical expertise is in high demand and, in many cases, expensive."

Library technology manager

"Because of what libraries pay, I see our positions as paid apprenticeships that people hold for 4-5 years before moving up."

Library director

"...and walking on water would be useful"



This is why they're laughing

Position Title:

T Technician

Description:

The applicant should have: a strong skillset in networking, including: active directory, group policy, security; working knowledge of best practices for help desk duties, ticketing and documentation. The position requires the applicant to be able to maintain, troubleshoot and repair hardware, software and peripherals. Duties: Help Desk services; general systems administration and backup for the network and PC's including imaging; software installation and maintenance; technical support for library staff, programs and library patrons.

Qualifications:

- Must have experience with hardware/software maintenance and installation.
- Skills needed: Must be able to communicate effectively with library staff and patrons.
 Knowledge of: Windows XP/OS7; Server 2003/2008; Active Directory; Group Policy; MSOffice; software loads; hardware builds/chipsets; internet protocols and security; networks.
 Preferred skills include: Html; Analytics; Adobe CS3 or CS5; knowledge of personal devices such as tablets, eReaders and Apple products; Digital Imaging; knowledge of databases.

Salary:

• \$11.00 hr.

Comments:

29 hours per week. Schedule includes evenings and weekends.



2.

The INTERVIEW

Dual purpose of a tech



Communication skills



BOFH







"[Make sure] they understand that a network includes the humans."

Library tech

Writing skills



Troubleshooting skills





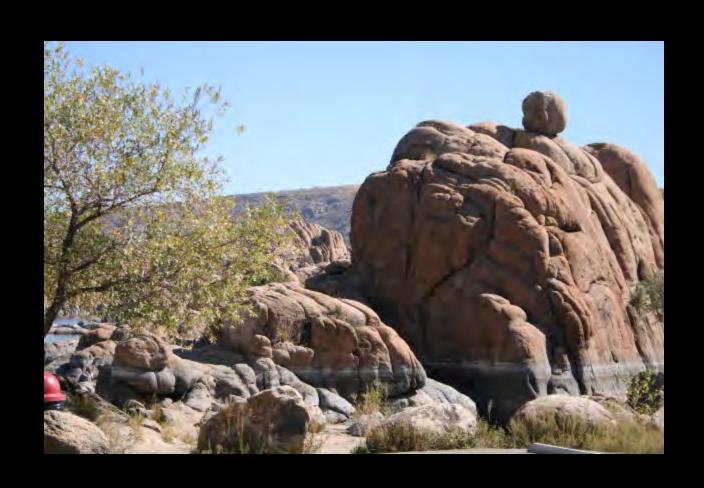
3. Warning

SIGNS

Common sense?



Inflexibility



"Bloody awful" dogmatism



Lack of customer service



Misrepresenting technical abilities



http://www.flickr.com/photos/usnationalarchives/7136520515/

Knowing right away



Them or a team?





4. Practical STRATEGIES

The interview environment



Use a panel in Stage 2



Explain something



 http://www.csbsju.edu/selt/selthistory/ 12-7-00/lego-replication.htm

 http://www.mftrou.com/communicationskills-game.html



Write a procedure



Give a tour...with an agenda



DON'T go alone



IT'S DANGEROUS TO GO ALONE! TAKE THIS.

What Does This Mean to Me, Laura?



Don't hire the first person who seems to know more than you do.

Be clear on what you need your IT person to do.

In your own head.

Take your time; your computer upgrade can wait

Stalk me here



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