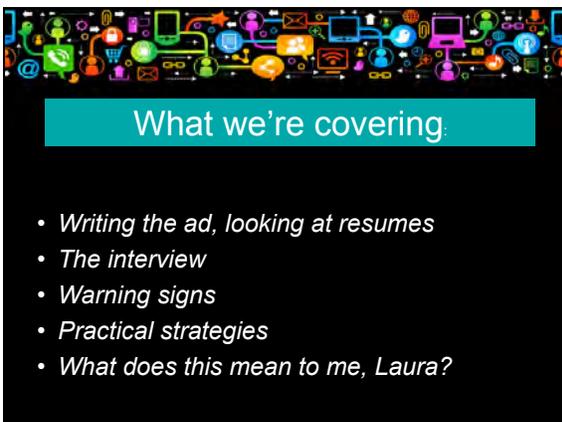


How to Hire IT Staff for Your Library

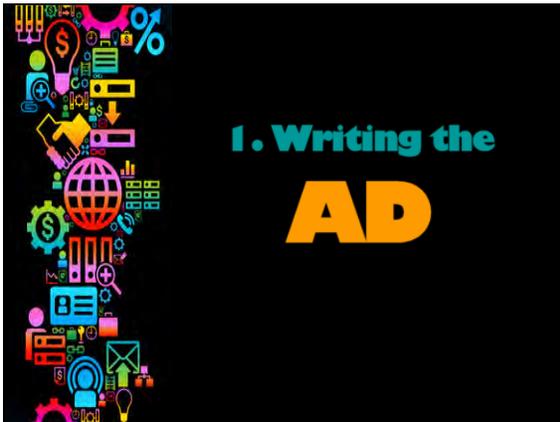


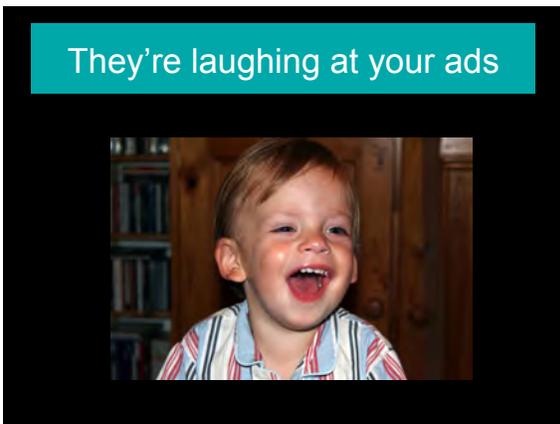


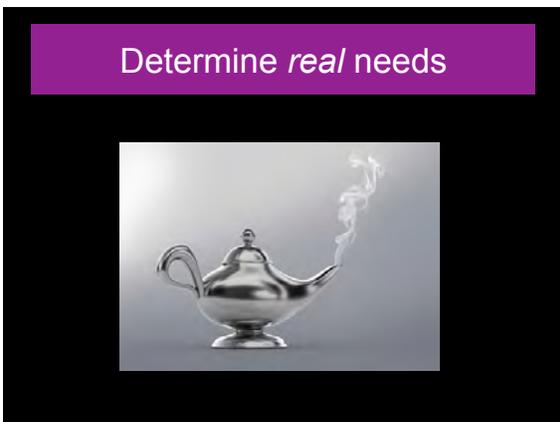


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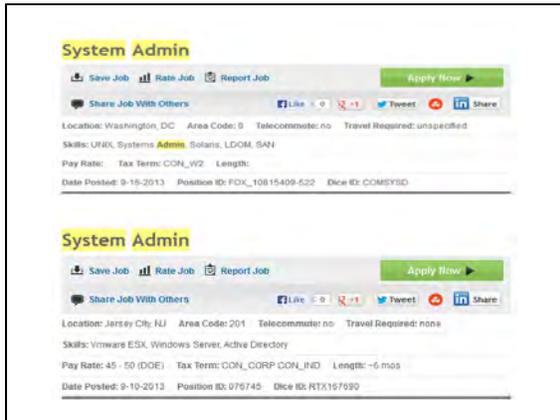






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How to Hire IT Staff for Your Library



“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

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

Library director



This is why they're laughing

- Position Title:**
IT 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 PCs; 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/DST, Server 2003/2008, Active Directory, Group Policy, MSOffice; software loads; hardware builds/chipssets; 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:**
20 hours per week. Schedule includes evenings and weekends.

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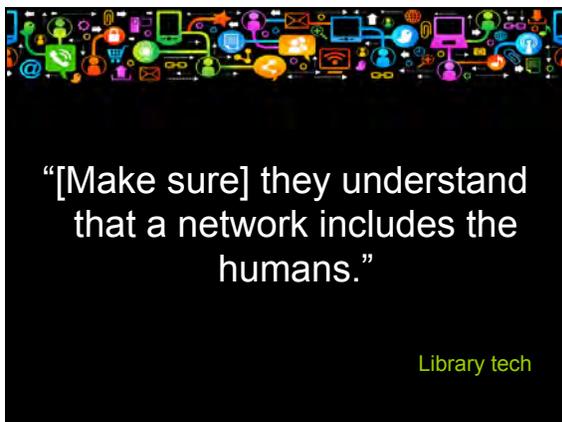


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Writing skills



Troubleshooting skills



3.
Warning
SIGNS



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Common sense?



Inflexibility



“Bloody awful” dogmatism



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Lack of customer service



Misrepresenting technical abilities



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

Knowing right away



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Them or a team?





4.
Practical
STRATEGIES

The interview environment



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Use a panel in Stage 2



Explain something



- <http://www.csbsju.edu/selt/selthistory/12-7-00/lego-replication.htm>
- <http://www.mftrou.com/communication-skills-game.html>



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Write a procedure



Give a tour...with an agenda



DON'T go alone



IT'S DANGEROUS TO GO ALONE! TAKE THIS.

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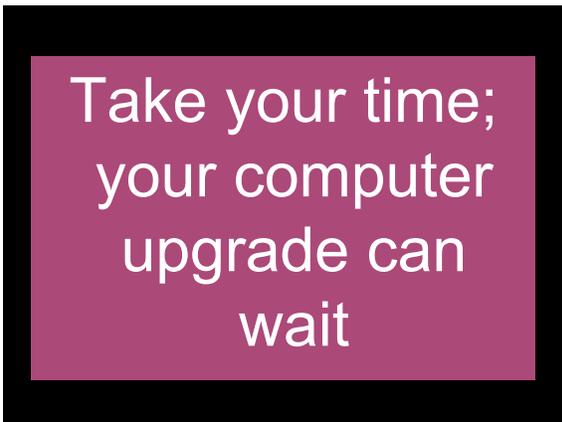


Don't hire the first person who seems to know more than you do.

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

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-  <http://www.linkedin.com/in/laurasolomon>
-  laura@designforthelittleguy.com
-  <http://www.meanlaura.com>
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Thank you!





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