

FSkornia: Reminder, if you want to chat with everyone, be sure to select "All panelists and attendees" in the To field of the chat box. Otherwise only the panelists will see your chat messages

Kelly Sattler: I would like to see the term "soft skills" be changed to "essential skills" because we all need to work with people and doing so can be quite difficult.

Colleen: Agreed, Kelly! Most of my job is actually dealing with people for various reasons.

Susan Davis: Good point Kelly.

Kayla Abner: I agree, Kelly. Not to mention that "soft skills" are typically skills associated with women so there's sexism there as well. Calling something a "soft" skill demeans it in favor of "hard" / technical skills. I like "essential" or "interpersonal" skills.

Kayla Abner: Excellent point about how interpersonal skills are harder to teach

Susana: Good point Kayla, I agree with you and Kelly.

Kelly Sattler: agreed Kayla! I say this with no disrespect to the presenters.

Susan Davis: Reminds me of library school. We aren't teaching you the practical stuff that will get you a job because the employer will teach you that stuff. :-)

Ranti Junus: Most job descriptions asked for "good communicator", "work collaboration", etc. so in a way, it should be called as essential skills indeed.

Kayla Abner: Of course! Thanks for making that explicit for us. It's a widely used term

Jesse Lambertson: When you are ready for Q&A, I am thinking about soft skills and people-orientation in hiring, what better human-oriented skills would you like to see in catalogers/metadata colleagues? I think this is a worthy topic area. thanks

Lisa Bodenheimer: A question for the presenters: how can you gauge critical thinking skills or ability in an interview?

Ellen McGrath: For Q&A: What was the most difficult library-specific part of your position to learn?

Beth Holmes: I work for the federal government and our positions are all GS positions and we are required to use USAjobs and the 1411 Library technician series. We do not get to review all of the resumes ourselves — they are screened by "specialists" in HR in an office in MS. I wish we could screen them ourselves!

Laurel Crawford: This is a fascinating topic, thank you. During Q&A time, I wonder if you might address the strengths that retail/service industry folks bring to vendor relations and negotiations. This is a skill

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not taught in library school and is maybe a bit counterintuitive for those of us who were trained in a public-servant mindset.

Beth Holmes: We only get the “most qualified” resumes

Jesse Lambertson: oh yes, Beth H, the KSA...

Susan Davis: 100%

Susan Davis: Been doing this too long.....:-)

Beth Holmes: @Jesse not to mention that we have to use language from the GS 1411 series that was last revised in 1993!!

Jesse Lambertson: @bethH, indeed

Shannan: this is very common for us

Ranti Junus: What's your definition of "fail" in this case? Not finding the right person or the person withdrew?

Beth Holmes: And then there is the way the Navy applies Veteran’s Preference. We are required to hire a 30% disabled Veteran over any other candidate as long as they meet the “Minimum Qualifications” for the position.

Kelly Sattler: I have also had our University’s application software filter out qualified candidates. Luckily, the person knew someone already in the library and we were able to get the application.

Kristin Martin: Are the handouts on the presentation page? I'm not seeing them.

Shannan: same issue with candidates being filtered and not even getting a look from our department.

Max Maller: Wonderful to see this broad range of perspectives in the chat!

Kitty: hiring freeze, state employer.

Margaret Ellingson: We always end up asking our HR dept. to send through ALL applications that meet the absolute minimum qualifications. We find that the HR recruiters regularly exclude some of the best candidates b/c they’re approaching positions very narrowly

Amy Van Epps: We also have a hiring freeze, and we're a private university. It's tough times for all.

Kelly Sattler: hiring “chill” at my university

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P Dragon: Soft skills are most of what is needed for entry-level positions, and all library-specific skills can be taught. But this is less true for leadership positions. Just because someone has been a leader in another context, they really do need to have depth of experience in library work. This is difficult to balance when looking for candidates. Just an observation :)

Susan Davis: Behavioral based interview questions. Scenario based. Tell us how you met a really short deadline with a crucial project? for example

Margaret Ellingson: Yes, hiring freezes at private institutions, as well. Through FY2021 at mine (w/an exception process at the university level)

Liz Evans: Been told to replace a full time supervisory librarian position with two part-timers [so no benefits paid to save university money] was a nightmare. Did not go well.

FSkornia: I've always found that doing a reference interview is very much like trying to sell someone a printer or computer, except I don't have the pressure to try and sell them an extended warranty at the end of it :-)

Beth Holmes: @P Dragon Attention to detail and accuracy is essential for lots of technical services work — along with those soft skills.

Jesse Lambertson: @FSkornia funny

Beth Holmes: Written documentation is crucial!

Jesse Lambertson: I agree so heartily with that!

FSkornia: Panelists: 10 minutes remaining

Susan Davis: Thanks for the Fundamentals course shout out. I am instructor in one of them and it's good to hear they are useful in real life.

Amy Van Epps: Yes! Written documentation!

Jennifer Lease Doherty: I came into a library setting with background in archives and records management. I discovered that we spoke the same language, but the words meant different things! Translation tables are very important!

Amy Van Epps: LOVE this quote

Beth Holmes: We had a push to update all documentation last year from the Director - it was a requirement in everyone's annual evaluation. We all grumbled but we have thorough and up to date documentation now. It's been so easy to train our new Systems Librarian because of this!

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Jesse Lambertson: that is very interesting Susan Martin

P Dragon: Budgets unfortunately cratered due to Covid. No hiring soon.

Beth Holmes: We didn't on board anyone after we went to telework only on March 17th but I did have a new Systems Librarian start work on March 1st. It's been challenging!

Kelly Sattler: Needed a not sure for the first question

Susan Davis: We hoped to virtually hire someone new, but search is now paused.

aelizabethberg: We were in the middle of two searches, now there's a hiring freeze

Robert Rendall: Some people who were already scheduled to start have started. Now we have a hiring freeze with possible exceptions - none yet.

CAROLINE MILLER: We have a hiring pause for "staff" but not librarians and faculty.

FSkornia: got it

Scott Garrison: We had a person start in early April, remotely, before COVID-19. We proceeded just like we would have without COVID-19, fortunately. Because everyone in our organization are now basically all working remotely, our new person got to interact with everyone as "normally" as became possible, as it turned out...

Jesse Lambertson: I am reposting this I posted too early... I am thinking about soft skills and people-orientation in hiring, what better human-oriented skills would you like to see in catalogers/metadata colleagues? I think this is a worthy topic area and could affect professional development, not just hiring. thanks

Margaret Ellingson: PDragon — Soft/essential skills are even more important in leaders, especially the higher you go. I'd \*much\* rather have a senior leader who had strong essential skills & a track record that evidenced listening, trust, employee & customer focus, etc., than someone with a long stint in libraries.

Jesse Lambertson: thanks

Jesse Lambertson: you too

Susan Davis: Thanks, this was great. My second stint at hiring included a candidate who had inventory experience at an auto parts shop. At that time we used a kardex to check in journals so he knew exactly how that system worked. Unfortunately had more library experienced folks, but it was a cool experience. (dating myself)

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Beth Holmes: @Margaret E. I totally agree!

Jesse Lambertson: thank you so much

Scott Garrison: Very well put-together program - nicely done!

Shannan: Very well done with helpful information, even for someone in a public library setting.

Jennifer Lease Doherty: Cool, thanks.

Jesse Lambertson: Do you think there are training aspects to this area for people who are already in the institution? thanks

Kelly Sattler: @Margaret Ellingson I agree!

[Susan.Martin@mtsu.edu](mailto:Susan.Martin@mtsu.edu): Thank you everyone for the great discussions here!

Mike Morneau: Excellent session!

Jesse Lambertson: thank you @SusanM and fellow presenters

Margaret Ellingson: It's been a while in my areas that we've hired people w/o library experience because we've been fortunate-enough to have candidates with strengths both in "technical" & interpersonal/customer focus skills. However, there are \*many\* people in our library who started in retail: bookstores, hardware stores, airline customer service, etc.

FSkornia: And wrap it up now

Jennifer Lease Doherty: Thank you so much!

Kayla Abner: thank you!

Margaret Ellingson: Thanks! Excellent session!