### Ability to work as a team member

<table>
<thead>
<tr>
<th>Competency</th>
<th>Leading Question</th>
<th>Follow up Questions</th>
<th>Key Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to work as a team member.</td>
<td>Tell us about a job situation where you worked as a team member.</td>
<td>Describe your role. How did you communicate with others on the team? What was the outcome of this teamwork?</td>
<td>Good communicator Shares information Team player</td>
</tr>
</tbody>
</table>

### Ability to work independently

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<tr>
<td>Ability to work independently.</td>
<td>Tell us about a job situation where you worked independently.</td>
<td>Describe your role. How did you communicate with others about the work you were doing? What was the outcome of your effort?</td>
<td>Good communicator Shares information Team player Independent thinker Decision maker Accountable</td>
</tr>
</tbody>
</table>
### Addressing problems as they arise

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<tr>
<td>Addressing problems as they arise.</td>
<td>Give me an example of a problem you nipped in the bud.</td>
<td>How did you handle the difficult situation/communication?</td>
<td>Good judgment</td>
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<td></td>
<td></td>
<td>What interactions were involved?</td>
<td>Good communicator</td>
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<td></td>
<td>What was the outcome?</td>
<td>Good manager/leader</td>
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<tr>
<td></td>
<td></td>
<td>Describe the possible outcome if you had not intervened.</td>
<td>Troubleshooter</td>
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</table>

### Aware of scholarly communication issues

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<tr>
<td>Aware of scholarly communication issues; freely shares knowledge information, ideas, resources, expertise, etc.</td>
<td>Tell us about a job situation where you were a member of a team and had information and resources that would be beneficial to other members of the group.</td>
<td>How did you communicate it?</td>
<td>Good communicator</td>
</tr>
<tr>
<td></td>
<td></td>
<td>What resulted from your efforts?</td>
<td>Shares information</td>
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<td></td>
<td></td>
<td></td>
<td>Team player</td>
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<td></td>
<td>Networker</td>
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<td></td>
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<td></td>
<td>Leader</td>
</tr>
</tbody>
</table>
|                                        |                                                                                  |                                                                                  | Recognizes others’ input, ideas and skills | Open to change
## Committed to diversity in the workplace and community

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| **Committed to diversity in the workplace and community** | Tell of a time when you worked on a formal or informal team with individuals from diverse communities and cultures. | What role did you play?             | Collaboration  
Teamwork/teamplayer  
Diversity awareness  
Acceptance and understanding of diverse cultures  
Interpersonal communication skills                      |

## Committed to service

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</table>
| **Committed to service; Maintains effective relationships and focuses on and meets needs of internal/external customers.** | Can you tell me about a time when a coworker or team member came to you with a personal problem? | What did you do to support your colleague? | Collaborator  
Observant of coworker needs  
Trustworthiness  
Patience  
Takes time to listen  
Empathetic response |
### Demonstrates ability in information technology including social media

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<tr>
<td><strong>Demonstrates ability in information technology including social media;</strong></td>
<td>Give an example of a new technology and how you have incorporated it into your area of work.</td>
<td>What is working? What isn’t? Have you embraced social media? If so, how? Do your students use social media? Your patients?</td>
<td>Embrace change Values innovation Evaluates new tools Leads</td>
</tr>
</tbody>
</table>

### Demonstrates ability in project management

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<tr>
<td><strong>Demonstrates ability in project management; sets realistic project deadlines and meets them consistently.</strong></td>
<td>Provide an example of an unrealistic project deadline that was given to you.</td>
<td>What did you do? What was the outcome?</td>
<td>Accountable Leadership Prioritizer Negotiator Organizer</td>
</tr>
</tbody>
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### Demonstrated organizational skills

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<tr>
<td><strong>Demonstrated organizational skills.</strong></td>
<td>Are you better at working on many things at a time, or are you better at working on and getting results on a</td>
<td>Please give me two examples that illustrate this.</td>
<td>Multitasker Focused Proactive Target achiever</td>
</tr>
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</table>
## Embraces change

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| **Embraces change.** | Describe for me how you were able to recognize and accept a truly creative idea from a peer and/or subordinate. | Who received the credit?  
Was the idea fully credited to the creator(s)?  
Did you have to intervene on the originator’s behalf?  
How have you inspired others to bring forth their best ideas?  
How have others’ creative ideas inspired you? | Use of encouragement and praise  
Primary functions as leader and/or follower  
Value of innovation in the unit  
How credit is allocated for/among team members |

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## Excellent interpersonal and communication skills

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| **Excellent interpersonal and communication skills;** Receptive to input from others and uses diplomacy and tact when providing input and direction. | Give an example of a time when you had to give directions to a co-worker who was not performing well in his or her job. | How did you communicate the issues?  
What happened?  
How did it impact your relationship with the co-worker?  
What would you do differently if you had to do it over? | Good communicator  
Diplomacy  
Discretion  
Professionalism  
Good manager/leader  
Sensitivity  
Recognizes others’ input, ideas and skills  
Open to change |
### Experience providing instruction in an academic setting

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<tr>
<td>Experience providing instruction in an academic setting; brings experience, knowledge, and information to bare in teaching.</td>
<td>How have you incorporated new information, discoveries, and theories into your teaching?</td>
<td>Give an example of a course or workshop you have updated to incorporate changes in that field. What was the outcome? How did students respond?</td>
<td>Initiative  Self–development  Professional development  Proactive  Experience  Knowledge of field</td>
</tr>
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### Experience with evidence–based information retrieval

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<tr>
<td>Experience with evidence–based information retrieval.</td>
<td>How do you keep up to date with issues in your field?</td>
<td>How did this information change your practice?</td>
<td>Initiative  Self–development  Professional development</td>
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### Experiences within health sciences libraries

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<tr>
<td>Experiences within health sciences libraries; brings experience, knowledge, and information to bare in decision–making.</td>
<td>Provide an example of where your expertise, knowledge or information you obtained impacted the outcome of either your decision or that of your team or improved patient care.</td>
<td>What was the outcome? Was patient care improved? Did student learning improve? What were the cost savings?</td>
<td>Committed to quality  Fiscally responsible  Proactive  Experienced  Knowledge of field  Self–development  Professional development  Initiative</td>
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### Flexible and adaptable to changing needs, evolving trends, and new ideas

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<tr>
<td>Flexible and adaptable to changing needs, evolving trends, and new ideas.</td>
<td>Tell us about a time when you were leading a project team (or were a member of a project team) and the specifications, resources, or desired outcomes changed.</td>
<td>How did you manage the changes?</td>
<td>Adaptability&lt;br&gt;Positive approach&lt;br&gt;Use of encouragement&lt;br&gt;Team player&lt;br&gt;Good manager/leader&lt;br&gt;Open to change</td>
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### Knowledge of health information resources

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<tr>
<td>Knowledge of health information resources; consults the current literature and maintains currency in field of work.</td>
<td>What methodology do you use to keep up with changes in your field?</td>
<td>Give me a recent example.</td>
<td>Committed to quality&lt;br&gt;Fiscally responsible&lt;br&gt;Proactive&lt;br&gt;Experience&lt;br&gt;Knowledge of field&lt;br&gt;Self-development&lt;br&gt;Professional development&lt;br&gt;Initiative</td>
</tr>
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### Proactively evaluates and seeks feedback on services provided

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<tr>
<td>Proactively evaluates and seeks feedback on services provided.</td>
<td>Describe a time when you implemented changes based on feedback provided during a project.</td>
<td>What was the outcome?</td>
<td>Committed to quality&lt;br&gt;Fiscally responsible&lt;br&gt;Willingness to bring quality issues to the attention of appropriate others or to take personal action</td>
</tr>
</tbody>
</table>
## Problem-solving skills

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<tr>
<td>Problem-solving skills.</td>
<td>Please give an example of how you have solved a very delicate problem.</td>
<td>What was the result?</td>
<td>Problem-solver</td>
</tr>
</tbody>
</table>

## Sense of humor

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<td>Sense of humor.</td>
<td>How do you use humor in your work?</td>
<td>Please give an outcome of the use of humor in the workplace.</td>
<td>Sense of humor Workplace morale Team player Communicator</td>
</tr>
</tbody>
</table>