

**What do they want? a content analysis of Medical Library Association reference job
announcements, 2000–2005**

Lin Wu, MLIS, AHIP; Ping Li, PhD

Table 4
Top five skills requested*

Variables	Number	Percentage
Oral and written communication skills	105	43
Interpersonal skills	68	28
Teaching skills	67	27
Online searching skills	61	25
Customer service skills	53	21

* Percentages do not total 100%, as the content of the each job description could apply to multiple variables.
