

## Reference Assistant Interview Questions

1. Share an experience when you applied new technology or information in your job. How did it help your company?
2. Share an experience in which you assisted patrons in the use of library resources.
3. Describe a time when you ordered library materials, checked prices, figured costs, prepared order slips, and made payments.
4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
5. Tell me about a recent experience you've had working with your hands.
6. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
7. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
8. Tell me how you organize, plan, and prioritize your work.
9. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
10. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
11. Share an experience you had in dealing with a difficult person and how you handled the situation.
12. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
13. Share an experience in which you successfully retrieved information from a central database for storage in a library's computer.

## Reference Assistant Interview Questions

14. Provide an experience in which you processed library materials to prepare them for inclusion in library collections.
15. Provide an experience in which you effectively verified bibliographical data for materials.
16. What factors do you consider when reviewing subject matter of materials to be classified?
17. Share an experience in which you assisted a teacher or student in locating materials and/or completing a special project.
18. Provide an experience in which you successfully organized and maintained periodicals and reference materials.
19. Share an experience in which you successfully resolved a difficult complaint.
20. Provide an example when your ethics were tested.
21. Provide an experience in which you repaired a damaged library material. How did you identify the need for repair?
22. What is the state of your records? What is something you would like to improve?
23. Share an experience in which you collaborated with archivists to ensure the safe storage of historical records and documents.
24. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)
25. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
26. How do you balance cooperation with others and independent thinking? Share an example. (Try to

## Reference Assistant Interview Questions

determine if the candidate has a cooperative attitude or is otherwise good-natured.)
27. Share an experience in which you successfully halted a disruption of library activities.
28. Describe an effective method you have used to conduct reference searches.
29. Provide a time when you successfully fixed a difficult problem with library equipment.
30. Provide an example of when you were persistent in the face of obstacles.
31. Tell me about an effective specialized program (e.g. community outreach) which you planned and/or conducted.
32. Share an experience in which you trained a staff or volunteers. What methods made you a successful supervisor?
33. What is the key to success when communicating with the public.
34. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
35. Describe an effective statistical report which you made.
36. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
37. Name a time when your creativity or alternative thinking solved a problem in your workplace.
38. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
39. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

## Reference Assistant Interview Questions

40. Please share an experience in which you presented to a group. What was the situation and how did it go?
41. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
42. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
43. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
44. Name a time when your patience was tested. How did you keep your emotions in check?
45. Tell me about a database, web page, or local area network which you designed, customized, or maintained.
46. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
47. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
48. Share an experience in which your willingness to lead or offer an opinion helped your company.
49. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
50. Share your experience operating and maintaining audiovisual equipment.
51. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
52. Provide an experience in which you successfully composed explanatory summaries of contents of books or other materials.

## Reference Assistant Interview Questions

53. Would you consider analyzing data or information a strength? How so?
54. Tell me about a poster or display you designed which effectively promoted the use of a library facility or program.
55. Share an experience in which you compiled a bibliography and/or prepared an abstract on a subject for an organization.
56. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
57. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
58. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
59. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.
60. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
61. How do you stay fit in order to perform physical activities that are required in the workplace?
62. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)
63. Provide a time when you dealt calmly and effectively with a high-stress situation.
64. Give me an example of when you thought outside of the box. How did it help your employer?
65. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate,

## Reference Assistant Interview Questions

develop, and direct the worker(s)?
66. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)