

Access Services Librarian Interview Questions

1. Tell me how you organize, plan, and prioritize your work.

2. Share an experience in which you successfully assisted a patron in locating needed information.

3. What is the key to success when communicating with the public.

4. Share an experience you had in dealing with a difficult person and how you handled the situation.

5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

6. Share an experience when you applied new technology or information in your job. How did it help your company?

7. Would you consider analyzing data or information a strength? How so?

8. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

9. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

10. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

11. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

12. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

13. Please share an experience in which you presented to a group. What was the situation and how did it go?

14. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

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15. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

16. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

17. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

18. 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.

19. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

20. Provide an example when your ethics were tested.

21. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

22. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

23. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

24. Share an experience in which you coded, classified, and catalogued library materials.

25. Tell me about a class which you planned and/or taught. What methods made you successful?

26. Provide an experience in which you successfully taught a library patron basic computer skills.

27. Describe your experience searching standard reference materials to answer patrons' reference questions.

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28. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

29. What factors do you consider when selecting materials for purchase?

30. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

31. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

32. Name a time when your patience was tested. How did you keep your emotions in check?

33. Give me an example of when you thought outside of the box. How did it help your employer?

34. 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.)

35. Describe an effective database which you developed to provide information for library users.

36. What is the state of your records? Are they up-to-date? Name one thing you would like to improve.

37. Tell me about an information storage or retrieval system which you designed.

38. Share an experience in which you successfully located a unique piece of information in response to a patron's request.

39. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

40. Share an experience in which your willingness to lead or offer an opinion helped your company.

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41. Share an experience in which you successfully supervised daily library operations, budgeting, planning, and/or personnel activities. What methods made you a successful supervisor?

42. Share an experience in which you successfully arranged for interlibrary loans.

43. Tell me about a contract you negotiated which you were happy with. How about one you were unhappy with?

44. Provide an effective method you have used to organize reference materials for convenient access.

45. Describe effective library policies and procedures you have developed.

46. Share an experience in which you resolved a difficult customer complaint.

47. Tell me about an effective client-centered program which you planned.

48. Name a time when your creativity or alternative thinking solved a problem in your workplace.

49. 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.)

50. Provide an example of when you were persistent in the face of obstacles.

51. Share an experience in which conferring with colleagues, faculty, and/or community members helped you to be more effective in your work.

52. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

53. Provide a time when you dealt calmly and effectively with a high-stress situation.

54. Share an example of when you established and accomplished a goal that was personally challenging. What

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helped you succeed?

55. Tell me about an effective information access aid which you developed and/or maintained.

56. What is the most challenging part of budgeting for you?

57. Describe a time when you directed and trained a library staff. What methods made you successful?

58. What factors do you consider when evaluating vendor products and performance?

59. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

60. Share an effective method you have used to identify outdated and unused items and ensure they are discarded.

61. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

62. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

63. Have you authored or published any professional articles, internal documents, or instructional materials?

64. Tell me about the professional development activities you have engaged in.

65. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

66. Describe an experience in which compiled lists of materials on particular subjects.

67. Provide an experience in which you represented your library while serving on a committee.

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68. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

69. Describe an effective proposal for research which you wrote.

70. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

71. Tell me about an effective fundraising drive which you planned.

72. Share an experience in which you performed public relations work.

73. Provide an experience in which your input helped to improve the architecture of a library.

74. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

75. 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.)

76. Tell me about a recent experience you've had working with your hands.

77. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

78. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

79. Describe an experience in which you successfully completed an equipment repair.

80. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

81. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate,

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develop, and direct the worker(s)?

82. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

83. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

84. Tell me about a time when your ability to analyze needs and product requirements helped you create an effective design or make an informed decision to benefit your company.

85. Describe a time when you successfully provided personal assistance to a coworker or patron.