

## Public Services Assistant Interview Questions

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

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

3. What kind of experience do you have operating small branch libraries, under the direction of off-site librarian supervisors?

4. What have you found to be the best way to instruct patrons on how to use reference sources, card catalogs, and automated information systems?

5. Name a time when you answered routine inquiries, and referred patrons in need of professional assistance to librarians.

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

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

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

9. 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.)

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