

## 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.
11. Describe methods you have found helpful to manage reserve materials by placing items on reserve for library patrons, checking items in and out of library, and removing out-dated items.
12. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
13. What is the most challenging part of locating library materials for patrons, including books, periodicals,

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tape cassettes, Braille volumes, and pictures?

14. Describe an experience when you reserved, and collected books, periodicals, videotapes, and other materials at circulation desks and process materials for inter-library loans.

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

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

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

18. How often do you have to send out notices and accept fine payments for lost or overdue books?

19. Walk me through how you would perform clerical activities, such as answering phones, sorting mail, filing, typing, word processing, and photocopying and mailing out material.

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