

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.

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

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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.