

Head Of Outreach And Delivery Services 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.