

## Mock Interview Questions Public Library

1. Tell us why you applied and are a good fit for this position
2. Describe your view of good customer service
3. Tell us about a situation in which you were faced with a customer issue and had no specific guidelines to follow (i.e. policies or procedures)
4. What do you see as the biggest challenges facing public libraries and how would you address these
5. How would you encourage a community to use the public library?
6. Can you describe an ideal training/instruction method for public library staff/customers?
7. What do you see as some important technology skills for public library service?
8. Can you provide an example of a situation where you demonstrated a leadership skill (initiative, accountability, problem solving, empathy..)?
9. How do you share information with relevant participants/community partners/staff?
10. Which strategies can public libraries use to stay relevant?

## Mock Interview Questions Academic Library

1. How have your education, skills and previous experience prepared you for this position? Why are you interested in this position?
2. If you were to be hired for this position, in what areas do you think you would need professional development / training?
3. Describe for us a time when you experienced conflict with a student or a faculty member. Would you do anything differently in retrospect?
4. Our institution is committed to equity, diversity, and community inclusion. Do you have any thoughts on how you would contribute to that aspect of campus life?
5. Tell us about a time when you developed a new service or improved an existing service. How did you assess it?
6. Tell us about a time when you had to deal with multiple priorities.
7. What opportunities and challenges do academic libraries face in the next 5 years?
8. If you were the successful candidate, how would you gauge your success?
9. At our institution, librarians are encouraged to undertake scholarly research and creative activities. Can you tell us about your research interests?
10. Tell us about your strategies for building relationships with faculty. Which have been successful? Which have been unsuccessful?