

Knowledge, Skills and Abilities Questions
Public Services Librarian – Calvert Library Prince Frederick

1. What does customer service mean to you? What skills and abilities do you have that will help you in providing superior customer service?
2. Describe your ability to remain accurate while working in a busy environment in which you will be required to successfully multi-task.
3. What do you consider to be the important qualities of a successfully functioning team? Describe the skills that you contribute to a teamwork environment. What are challenges you face when working on a team?
4. Describe your experience working with technology. Examples may include, but are not limited to: computers, mobile devices, downloadable material available from your public library, or specific software.
5. What is a book you have read recently? Describe it to us as if you were recommending it to someone.