**Volunteer** **Interview Questions**

Potential Volunteer: Over 18? 🞅 Yes 🞅 No

Interviewer(s):

Date:

**Format of Interview:**

Can you tell me what appealed to you about volunteering in the Library program? Aside from work/school, what other activities do you personally enjoy?

**Questions for all volunteers**

*High Achiever:* **Tell me about one accomplishment are you most proud of?   
What makes you proud of this?**

|  |  |
| --- | --- |
| **Response** | **Assessment Matrix** |
| **Assessment:** | 3 Provided an excellent example of an accomplishment, included details of accomplishment – possibly what made it a challenge, difficulties they experience and how they overcame them, what they’ve learned and how they continue to use that knowledge, possible example of what they are currently working on  2 Provided a good example of an accomplishment. Recognizes the difference of an achievement and an accomplishment. Provided an example.  1 or 0 Did not articulate something to be proud of |

*Customer Focused:* **When you go into a restaurant or store, what would staff do to make you feel as though you’ve had excellent customer service?**

|  |  |
| --- | --- |
| **Response** | **Assessment Matrix** |
| **Assessment:** | 3 Listed basics as well as the importance of problem solving, knowledge of products, offering of suggestions. May offer and example.  2 Listed basics: eye contact, acknowledgement, offers assistance, is polite  1 or 0 Did not articulate customer service characteristics |

*Cooperative and Collaborative Team player*: **What do you think is important when you are on a team?**

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| --- | --- |
| **Response** | **Assessment Matrix** |
| **Assessment:** | 3 Provided excellent example of being a team player: ie Collective responsibility to share a goal, productive member- pull own weight: perform own share of the work; respect ideas of others; discusses need for leadership in a team, being aware of strengths and weaknesses; open communicator  2 Provided at least two of the skills required to make a team work as per above. Provided an example.  1 Did not articulate the skills needed to make a team work as per above |

*Self Regulation:* **When you are working at a task or project independently what is your usual approach. Would you rather work on your own, with a group or partner, and why?**

|  |  |
| --- | --- |
| **Response** | **Assessment** |
|  | 3 Provided excellent example of working independently: ie organized the tasks, make a plan to complete tasks, ask for assistance when needed, prioritize other tasks, do research if needed, be aware of challenges  2 Provided at least two of the strategies required to be productive while working alone. Provided an example.  1 or 0 Did not articulate the skills needed to make a team work as per above |

*Effective Communicator (3 questions):*

1. **Communication is a very important skill for this position. What do you think makes a person an excellent communicator?**

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| --- | --- |
| **Response** | **Assessment Matrix** |
| **Assessment:** | 3 Provided excellent descriptions of an effective communicator. For example, wait turn to talk, body language to support listening, block barriers, be encouraging, clear, concise and helpful, explains if confused, reads body language  2 Provided examples of at least two of the characteristics of an effective communicator.  1 or 0 Did not articulate reasonable characteristics. |

1. **Please describe a situation in which you were having difficulty communicating with someone initially and how you were able to help them to understand what you were saying.**

|  |  |
| --- | --- |
| **Response** | **Assessment Matrix** |
| **Assessment:** | 3 Provided excellent strategies to assist. For example, try different words, change your language, break it down step by step, identified different learning strategies and ways of learning, ie. showing, drawing picture, providing written instructions, asking for help  2 Provided examples of re-explaining by trying different words, change your language, break it down, ask for help. Did not discuss showing how, drawing a picture.  1 or 0 Did not articulate different ways of communicating or just included asked for help. |

1. **We live and work in a diverse community with the patrons we serve, staff and volunteers having different religions, culture, and ethnic backgrounds, and may also be living with a physical or mental disability. How do you show respect to others in your day-to-day life?**

|  |  |
| --- | --- |
| **Response** | **Assessment** |
| **Assessment:** | 3 Provided examples that are characteristics of effective communicator. Included ways to be inclusive when communicating with another person, including being kind, patient, and understanding. Using different ways to communicate, open body language, smiling.  2 Provided examples Provided of at least two of the characteristics of an effective communicator that are inclusive and supportive.  1 or 0 Did not provide example related to question. Did not articulate diverse ways of communicating. |

**Are there skills you’d like to learn or improve, or any experience you’re hoping to gain while volunteering at the Library?**

**🞅** Canadian Culture **🞅** Social Skills

**🞅** Communication Skills **🞅** Teaching adults

**🞅** Customer Service Skills  **🞅** Teaching children/youth

**🞅** Different Cultures/ Diverse Communities **🞅** Working withChildren

**🞅** Leadership Skills

**🞅** Learn about London **Languages:**

**🞅** Learn/Improve Computer Skills **🞅** Teaching ESL

**🞅** Library Information **🞅** Learning ESL

**🞅** Literacy related / Read more **🞅** Other Languages:

**🞅** Meet People / Connect with community

**🞅** Routine/Life Skills Development Other skills:

**Applicant is interested in:**

🞅 Virtual / In person ESL 🞅 Virtual / In person R.E.A.D. E F 🞅 BTB

🞅 **Children’s Programs** 🞅 **Adult Programs** 🞅 Tech Tutor 🞅 Usher

🞅 DND 🞅 CITL 🞅 New Horizons 🞅 TAG  
 🞅 CITL

🞅 Storytime

***Self Advocacy:* What kind of supervision and support do you think you would be most appropriate for you as a volunteer in \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Program(s)?**

|  |  |
| --- | --- |
| **Response** | **Assessment** |
|  | Notes for consideration |

**Position Specific Questions**

**All Programs**

Tell me about any experience you have with teaching/tutoring/coaching/leading. What qualities does an excellent teacher/tutor/coach/leader have?

|  |  |
| --- | --- |
| **Response** | **Assessment** |
|  | **3**  **2**  **1** |

**All Programs**

This volunteer position requires some multi-tasking a high level of organization. Give us an example of how you have set priorities and how you stay organized in your daily life.

|  |  |
| --- | --- |
| **Response** | **Assessment** |
|  | **3**  **2**  **1** |

**Children’s Programs, READ, BTB**

Please tell me about a time where you have interacted or worked with a person who was younger than you? What techniques did you use to make the experience fun?

|  |  |
| --- | --- |
| **Response** | **Assessment** |
|  | 3  2  1 |

**READ, ESL, BTB**

The partner that you are working with comes to the session and says that they are tired –How would you handle the session that day?

|  |  |
| --- | --- |
| **Response** | **Assessment** |
|  | **3**  2  1 |

**READ, One-on-One, ESL Reading Group, BTB**

What sorts of things should you keep in mind when choosing topics to discuss with your partner in this program?

|  |  |
| --- | --- |
| **Response** | **Assessment** |
|  | **3**  **2**  **1** |

**Conclusion:** Ask if candidate has questions. Explain next steps for each of the positions that they are suitable for (training, placement, police check, etc.). Thank them for coming in.

**Interviewer Score:**

All position questions ( 7 questions) **/21**

Position Specific Questions:

* Children’s (3 questions) **/9**
* READ/BTB (5 questions) **/15**
* Adult Programs (2 questions) **/6**
* ESL (4 questions) **/12**

**Comments:**

**Online Presence: 1 2 3**

**Applicant is a good candidate for:**

🞅 Virtual / In person ESL 🞅 Virtual / In person R.E.A.D. E F 🞅 BTB

🞅 Children’s Programs 🞅 Adult Programs 🞅 Tech Tutor 🞅 Usher

🞅 DND 🞅 CITL  
 🞅 CITL

🞅 Storytime

🞅 New Horizons 🞅 TAG