

Suggested Interview Questions:

Candidate for Literacy Coordinator/Literacy Staff

(Submitted by Literacy Coordinators from across the State. These are not in any particular order.)

- What is important to include in a tutor training to equip volunteers to work successfully with adult learners?
- Describe the support services needed for adult learners and tutors.
- Adult literacy learners and ESL learners have different and similar needs. Please address this issue.
- Why are you interested in working in adult literacy?
- Hypothetical: During tutor training, an eager and motivated tutor has made insensitive and possibly offensive comments regarding people who have low or limited literacy skills. How would you approach this tutor? What step(s) would you take?
- Hypothetical: A learner is frequently late or misses tutoring sessions. When she does show up, she often has troubling focusing on the lesson or wants to just talk. The tutor is getting discouraged and is thinking of quitting the program. How would you approach this student? What step(s) would you take?
- Please tell us about those aspects of your education and/or work experience that would help you be an effective Literacy Coordinator.
- This job requires working with diverse segments of the public. Have you had any specific experience in working with a diverse population?
- Have you ever had a job that required accurate record keeping? How did you maintain that accuracy?
- Have you had any experience in teaching or tutoring? Please explain.
- What is your experience with computers? Would you be able to assist tutors and students with basic computer applications?
- Have you ever worked without your supervisor on site? How would you manage your time and what would you do if something came up that required some supervisory input?
- We don't have a policy in place for students who don't show up for their tutoring sessions or are always late. What do you think might be a good working policy?

- Will your schedule allow you to work evenings and/or Saturdays?
- Why do you think it is a function of the library to help adults improve their literacy?
- Where do you envision yourself in 2 years?
- What do you think is the greatest challenge facing literacy programs in libraries?
- Why do you think adults should make a commitment to a literacy program and what can you offer them to make this commitment worthwhile?
- With so many issues facing our community, why should people get involved with literacy?
- Management issues: What is your style of supervision and what style of supervision do you prefer?
- What do you think might be the bureaucratic roadblocks as you try to provide a quality service to the community, and how would you address them?
- Do you believe that anyone can learn to read and write? Do you believe that anyone can teach reading and writing?
- Why is reading important to you? ["I know it seems basic, and the answer could be generic, but you quickly see the candidate's passion, or lack of it, right away."]
- Why is it important to you that other people read?
- How do your education and work experience qualify you for this position?
- Describe your experience with literacy program development and management.
- Describe your experience with fundraising and budget management.
- Is there anything else you would like to add or would like us to know?
- How will you keep your Library Director informed about, and impressed with, the literacy program?
- What will you do to ensure that your program is well integrated into general library services?
- Tell us three or four things that you would do to advertise the literacy program to your community to attract both students and tutors.

- What do you want your program to be known for?
- What community agencies and organizations do you think should be your literacy partners?
- Combining your knowledge of the program with your expertise, how would you like to see this program grow?
- (If this is a county program) How will you meet the different needs of the different communities within the county?
- (If not a county program) How will you meet the needs of various population groups in your service area?
- How do you plan to use technology to advertise the program, to track data, to provide instruction, etc????
- What are the most important things for a volunteer to learn during their initial training?
- How will you track what your student/tutor pairs are really doing when they meet?
- Do you see a place for small group instruction in your program? If so, when? why? how?
- What do you see as the greatest challenge the program faces? Or you face as director?
- What is one thing you think the program does well? What is its greatest strength?
- Hypothetical: A woman calls the office to sign up as a literacy volunteer. She has a very strong foreign accent. Your staff is concerned that this will be a problem for basic literacy and high- level ESL learners. How do you respond?
- Describe your management style.
- Describe a work project that you took from conception through production.
- What do you bring to this job that we haven't had before?
- Describe your most effective fund-raising activity.