

**Event:** Hack Your Career: Dream Job FTW!

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Please stand by for realtime captions.

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Today's webinar is hack your career dream job, FTW. I am now happy to introduce Nicole Pasini and Jesse Lanz.

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Hello, I am Nicole.

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Hello I am Jesse.

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Before we get started I would like to do an introduction of what FTW is. I want to make sure everyone knows this when we say FTW, we mean it Tuesday, for the win, which is used in a two-game--Internet gamer--Internet dictionary urban dictionary.com gives you other definitions that we are not ascribing to, which is my favorite, free taco Wednesdays and we cannot give you free tacos with this webinar.

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Looking for a job can seem really daunting. If you are unemployed, there is a huge amount of pressure to find a job and if you are currently unemployed and looking for a new job, the major life change can be scary. Wherever you are at in your life, searching, applying and interviewing for jobs is a lot of work. It is time-consuming, emotionally draining, stressful and demoralizing.

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We want to acknowledge the job search process is not easy in this economy. We want to give you tools that are going to help you better communicate your particular skills and talents on navigating the job search process. We believe there's a great job out there for you, that will tap into her amazing skills, you will find professionally satisfying, a job that will challenge you to become the awesome library and you have the potential to be. We challenge you to have the audacity not just to look for a job, but for your dream job. You have to go to work every day anyway, right? Why should you listen to us?

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Like I said, my name is Nicole Pasini and I work as a branch manager for the Woodside Valley branch at the San Mateo library and for years prior to this I worked as the training staff-staff development manager at San Mateo public library I Chordata staff recruitment supported hiring managers and did a lot of work related to HR training and staffing and prior to that I worked on collections and services for teens and shoulders in the San Mateo library and the Phoenix Public Library. Before working in libraries I was the executive directory of--

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I am Jesse Lanz the community library for the--part of the Los Angeles Public Library prior to that I service the adult services only adult services librarian at the--my brain over the years I have had many physicians starting with my first job in might hometown in Ohio and I worked as a trainer and sales codes for new employees, food service, retail industries. In addition, we deal with library managers and directors in California for their input on what they're looking for an applicant so we are going to share that with you today.

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We both have hired a lot of people and apply for a lot of jobs ourselves. As we go through, feel free to ask questions in the chat. Some we might table until the end of some we might leave and wait until we get to a section that might answer your question. Feel free to ask questions as we go and we will try to address them

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as we can. So, have you heard, the economy is still horrible.

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Yes, you might have noticed if you have been paying attention to the New York Times and the Wall Street Journal or any news source anywhere, the economic recovery is going slowly and government is on the tail end of that. We are not going to say any depressing unemployment statistics are talk about the financial straits a lot of libraries are finding themselves in these days because you know all of that. But for this reason, now, more than ever, it is important to be smart and strategic about how you present yourself in a job interview. It is critical that you communicate clearly what your the best possible candidate for your dream job.

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Take a deep breath and relax. Our first piece of advice is, stay positive throughout your job hunt. Remember what--says, everything will be okay.

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Okay, today we will talk about figuring out what it is that you want to do. We will talk briefly about the civil service process and we will talk about how to develop successful resumes, applications, and interviews.

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This is an overview of the second section of our presentation today. So, before we get started, what we want to know, is where you're at your career. If you could go, you will see a poll up on your screen and if you could select which of those options applies to you right now. Are you a student? Are you in school? Undergraduate forgetting your MLS?

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Maybe you have a job and it is not your dream job and you are thinking about making a move, maybe sooner or later.

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Maybe you are unemployed and looking around very seriously.

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Or, maybe you like webinars and are happy to be here.

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Go ahead and answer the poll.

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We will give you another minute.

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I am very happy to see, there are several of you that just like webinars and I hope we can cover you with that this morning.

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So, we would like to have you go ahead and answer another question for us. If you can put these in the chat panel for us, give us an idea of if you have a career goal right now, what is it? Short-term, long-term, go ahead and put it up in the chat.

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I see a few people that are having their dream job and some people cannot hear me and I'm going to try to speak up and if you still cannot hear me, let me know.

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I see some responses about full-time, part-time, working virtually, working from home. Retiring. That is a good goal.

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More money, yes, very good.

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Dream job. I see that.

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Rare books and manuscripts.

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Getting a job that is using my Masters degree. Absolutely.

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Please feel free to keep putting those into the chat. We are going to move onto the next slide.

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Are you not sure where you want to go? I definitely have been in the position where I knew that I wanted to do something but I did not know what it was. To help you think about long-term career goals, you can think about what it is you enjoy doing. Is there something that you see others doing that interest you? Is there a way you can test drive new areas of responsibility within your new position? Is there anyway you can try out new areas of librarianship? Is there informational interviews with people that have jobs that you might be interested in? Is there a way to connect with mentors will help you figure out what path you should be thinking about taking?

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This is what we want to ask you, if you have that in mind. If you have your career goal in mind, what is that you can do to prepare for what you want to do next? Actually, InfoPeople is hosting a webinar on August 14 developing a plan for successful career growth and management and I think that sounds like a great webinar and this is something you are thinking about a lot, you might want to look into it. For today, we went to to think about this question. If you know what you want to do next, if you can identify what kind of work would make up your dream job, what should you be doing now to prepare yourself to get that job? We are talking about things that are separate from your formal job search, experiences and work you want to have that would make an excellent candidate for your dream job. In the chat box, if you could share with us what you think good strategies are to prepare yourself, what are you doing right now, yourself, to get ready for your dream job? What strategies can you recommend to the participants?

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Oh great, attending webinars. Good. Thanks. We just posted the link to the webinar that Nicole was talking about, that looks like a great one.

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Informational interviews. That is a great idea. That is something that we definitely want to talk about today.

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It has been personally helpful for me. School is very good. Volunteering. Excellent. Great strategies.

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Taking software classes.

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Keeping up with LinkedIn. Very good.

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Volunteering. Volunteering is a great way to get additional skills.

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Excellent.

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Okay.

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I'm going to go ahead and move on the please feel free to keep sharing those strategies.

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Absolutely. Getting ready for your next step, of course you want to be good at your current job, whatever that

is. Take to the next level and asked for responsibilities that will give you experience it relates to your goals. Other opportunities to take on new projects or initiatives in your current job that might give you a different kind of experience for help you strengthen skills that you might need strengthening? For example, let's say you want to be a children's librarian that you don't have any storytime experience. Is there a way, even though you're not a children's librarian, you might be able to get storytime training at work? Can you assist in storytime? Can you expand your library storytime by doing outreach storytime are the do not work with the library at all is there a way you can volunteer to assist the storytime at your local library?

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If I was hiring for a children's librarian I would look favorably on a candidate to, for example, had worked as a shelter, or volunteer and let short storytime, that tells me that person is motivated and they're willing to take on new challenges even if they fall into the other responsibilities as required as part of the job description. That shows me they are enthusiastic about work. Do you have a lot on your plate at work? So does everyone else. Challenge yourself to stretch further and do--fight off more than you can chew and chew it. I totally stole this from another webinar that I really like it.

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On your screen, you are seeing some qualities that the hiring managers that we surveyed product multiple times as being highly desirable. Are these qualities that you have right now? Where do you excel, working use of work? Is there something you can do now to embody these traits? The managers we surveyed do not say I want someone who has experience with RLS, they need to be able to know how to use every database that we have. Hiring skills are important but hiring managers are looking at your attitude as well as your experience.

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When we are surveying library managers throughout California, one person responded back and said, I am looking for someone who is excited about the profession and has the personality. I can teach you the skills to be a good way. But I cannot see to the personality.

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Managers ultimately want someone who is going to support the work they're trying to accomplish in the library you want to work with people who will support you so I would not a manager want the same thing? These--being supportive does not mean passively accepting everything management wanted to do but that means offering your input in a productive timely fashion and when the final decision is made, getting on board with it if you think it is a genius choice or a misguided one.

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Is there an opportunity in your work for you to constructively support change right now? Supporting changes a skill like public speaking or HTML coding, it is something you can learn and practice and I see a question from Elizabeth, is this program about school and public libraries only? We are going to talk about the civil service process coming up which is going to apply to public libraries but I think we have some insights that would be applicable to you if you are looking for work in other libraries. So I just want to answer that question quickly. Moving on. I just want to remind everyone that none of us is Joan Jett. Reputation. You need to care about your reputation. Your reputation at your current job is critical to you landing your future job. Your reputation is probably going to follow you of your changing departments, libraries, or careers and you need to build a name for yourself at work you can be proud of.

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What you want to be known for her work? You want to be an innovator? A team player? A hard worker? Everything you need to be reinforced in this image of yourself for your behavior and your work.

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A big part of verification is based on your interpersonal skills. We need to work to maintain positive relationships with all of our coworkers. All of them. Even the ones we don't like. That means no fights,

pillow or otherwise. Work to resolve complex productively and on your own as much as possible and if you have to involve your boss be prepared to own up to how you contributed to the problem and constructively work towards a solution.

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If I'm thinking about hiring someone, in addition to calling references, I'm also going to ask around. And see if I can find some current or past coworkers or supervisors and maybe some people you have worked with on a professional committee. I'm going to try to talk to people that you did not list as references and I think a lot of managers, we'll see who else they can chat with about you. And obviously, to the greatest extent possible you what most people to have good things to say about you.

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Also, thinking about online reputations. Prospective employers will, they are smart, research you online as extensively as possible. When I research a job applicant I want to, number one get a sense of the person's personality. Number two, see if there are articles that cooperate or expand upon what they have told me about their work, a number three, see if this person is smart enough not to have ridiculous stuff connect to them on the Internet. What you need to figure out is if your online presence a supportive of, neutral to, or detrimental to your job search. You need to address a problem? Can you advertise an asset such as articles about your work?

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You should definitely Google yourself. What comes up first? His information correct? How does it make you look? It can be helpful to set up a Google alert for your name so when there are new search results about you, you will know immediately. This is easy to do it if you don't know how, you can just Google Google alerts and it takes 30 seconds and you need to consider your social network reputation. Definitely use professional sites like LinkedIn for the public and you also need to think about your personal social network preferences. We have heard the horror stories about people of negative and unprofessional Facebook profile so come back to haunt them. Does your Facebook page present the image you want to present, perhaps to a future employer? How your profile looks to people that you are not friends with and again, this is another easy thing to check and you should do it, you might be surprised by what you see.

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Let's talk about references. The first piece of advice I would like to give everyone. When you want someone to give you a reference, you have to ask them first. I have contacted references he did not know the call was coming and they did not feel comfortable giving a reference for the person who had recommended them.

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If you are applying for a new job within your current organization, don't list the hiring manager as a reference, they're going to want to check in with other people, even if they know you well. A current or past manager or supervisor is going to be the best reference followed by coworkers and professional contacts. Personal friends are low on the list and family would be the very bottom. Listing a references relationship is a friend or an ant does not look good.

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I had a professor in college who told me to ask specific we, can you give me a good reference? And once you have people who enthusiastically endorse your work, you want to let them know when you are looking for a job that you will be listing them as references on a number of applications and every time you go back to apply for more jobs, let them know what you are doing so we can be prepared to say wonderful things about you.

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You can check in with mentors about what they recommend. What is that you can do specifically to make yourself a better candidate? What weaknesses and strengths to we see in you? In your skill set, in your experience, how is the resume? What are you doing that you could be doing? And for those of you who do

not have a mentor, a mentor can be someone you know well, someone a friend connects you with, it could be someone you call up out of the blue. A mentor can be subtly communicate with regularly. It also can be someone you just ask for advice one time. Librarians are generous. We like to give people information. Don't be afraid to reach out to someone that you don't know well and asked for advice.

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Responses at the beginning said people were working with, are looking for mentors and that is really, I support that personally and I had a mentor who did practice interviews with me and gave me advice on what areas I needed more experience in. She was extremely helpful in understanding what I needed to do to get the job that I wanted. A good friend of mine contacted the local head of a law library to ask questions about the profession generally. It was an out of the blue contacted the library and ended up inviting her to a law librarian Association meeting that connected her with a bunch of other law librarians and it turned into a great experience for her. The lesson is, don't be afraid to ask someone you have not met yet are the worst they can say is, no. And like Jesse said, librarians can be extremely generous. For we moved onto the next slide I wanted to point out Travers comments, how about previous customers as references? I think that is an interesting idea, I will lose previous customers as references in addition to past supervisors and past managers. So as an extra bonus contact, that is a really great idea.

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So now we will talk about the civil service process that most states cities counties public and state libraries use for recruiting and hiring. Now, if you can use your hand raising button and raise your hand if you have some experience with applying and interviewing the civil service environment.

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Okay definitely see some hands. Raise your hand if you found this difficult, irritating, or slow. Quite a few of you.

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So, that tends to be a frequent experience at the civil service interviewing process and I want to talk about the background of the civil service hiring so we can understand the purpose side making for a long hiring process. Up until the early 1800s America was in the spoiled. Of government and basically the idea was whoever was in power, clean have to put in their own people. We are looking at nepotism and government and there is a lot of problems created with so many staff are replaced regularly and quickly. Institutional knowledge get lost. So in the 1870s, Ulysses S Grant against implementing reform. Other presidents continue the effort and the civil service act of 1883 made it so that merit as a basis of hiring was guaranteed by law.. Practices such as eligible listing panel interviews that were put into practice are still being used today. The the whole goal of the civil service processes to ensure fairness, competitiveness and transparency and hiring. Public libraries are usually attached to larger entities, cities, counties and states in their required of all the civil service rules in place in their jurisdiction. If you're a school, academic, law librarian and you might be interviewing at some point in the civil service environment but this is more likely public library--

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For those of you indicated that you had done this at one point there are some big differences between interviewing in a civil service environment versus interviewing in the private sector. The civil service, as we were just talking about, is open and competitive and him at the private sector, hiring is open and competitive and if not, there hiring their nieces boyfriend. McVeigh civil service, everything is highly formalized, rule-based, and about it might seem business--it is a very transparent process.

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Of the private sector the process may or may not be very formal or transparent, it just depends on the company.

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Of people indicated before, the civil service process is usually slow. Gimmick in the private sector, speed

depends on the company. They can hire someone tomorrow or to take some time.

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The civil service process. The best way to understand an individual library hiring process is to read everything, which can sometimes seem daunting. We are including a handout on the civil service process that individual counties, cities, and states have, which has processes you want to know about when you are serious about a position.

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Every jurisdiction is going to have some information available about the hiring process online. If there are closing dates for this job or a continuous recruitment, any testing or just interviewed? Have they set the dates for these already?

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In a civil service environment it is critical for you to read all of the application instructions. Some jurisdictions will have you write a resume and cover letter and some will ask you to fill in a work history form and ask you to answer essay questions. You want to give them what they asked for. Do not write the cover letter or see the resume if you have been asked questions.

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If you have any questions of your own, don't be afraid to contact the organization's human resources Department. There is probably someone there assigned to recruitment and they will definitely be very helpful.

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There are three big waves that the civil service process varies from the private sector process. First of all, interviews are going to feel different from interviews in the private sector. The ideal experience for a job interview is sitting down with Terry Gross. They would put you at ease, that you--ask probing questions, help you create your best self.

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Instead, you'll probably get this guy.

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Actually, it is going to be more like this. A wall of three people that are interviewing applicants sent a PM and there wondering what is happening at their branch and the guy that interviewed before you went on and on and on and we are ready for lunch. Not quite feel encouraging.

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I have encountered that many people who have encountered a panel interview, difficult to do well. It is not engaging back and forth. The panelists are often taking notes while you're speaking. It is to help them keep score and keep all of the interviewees straight that they might not be making eye contact with you. We will ask a scripted set of questions that we probably want to answer many of the questions that you asked back to them.

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I have talked about applicant delivery panel interview and decided that they did not like the particular library system because of the people at the interview seemed cold and offputting. This point in the process is not the time to judge the library itself. Highly formalized interviews are part of what the civil service code in most jurisdictions require.

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You have to bring energy and enthusiasm with you. You have to prepare because you are not going to get much help point you are in there. I have been blown away by job applicants who came not only prepared but were able to show their enthusiasm and passion for libraries. It is possible that we will talk later and give you some tips about how to accomplish this.

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Scoring is the other piece of the civil service process you should keep in mind. Every step of the process, you are scored. Your application, your interview, that means you should be following directions and playing by the rules, just like when you play Pac-Man.

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Every person in the hiring process, from the resume to the interview, needs to be polished and professional in order for you to do well with the scoring.

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Living on from the civil service process, we are going to take a look at the supervisory librarian job announcement and analyze it together. I just picked a recent job announcement and I removed the specifics from what we are going to see. Just to give you a good idea of how to go for a job announcement, take it apart and figure out how to match your skills to it.

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Why should we do this instead of jumping into the application? You need have a good understanding of the job in order to create an application that converts the hiring manager that you are the best possible applicant. So you can ask yourself, what skills, abilities and knowledge are they looking for? What would the ideal candidate look for for this job? Am I that Canada? What does this tell you about the library system itself? You can learn a lot by reading this announcement.

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What we see in the announcement is overwhelmingly long list of tasks. My eyes are glazing over. One important thing that applicants forget to do is read the entire job description thoroughly.

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I'm going to start first by going to the job announcement methodically. I will take off the tasks that I have a lot of experience with and I will go through and evaluate the task that I have some transferable or related experience in and finally, I will go and check off the task that will be totally new to me.

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As I do this evaluating, what I have a lot or a little bit of experience in, I will also look for groups of tasks. What has are a piece of the same thing? I will go through and highlight what I think will fall under standard library and work all I have a fair amount of experience with. But that is 1 million programs and I have strong of my advisory skills. I want to make sure I emphasize these skills and experiences and not areas in my application my resume and my cover letters.

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There are a number of collection duties, and Jesse can think about his collections experience as well. Let's say he has not done much selection of material, but he has done a lot of reading and replacement lists and things like that at this tell him when he in this written question to write this cover letter, he is going to focus on his strengths and the areas of collection and explaining his interest in getting more experience in collection, maybe listing any education he has had in that area.

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That is all of the standard library and work he has pulled out of the description and Jesse can see there are two areas he is a big rockstar in and one is prettysolid..

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Now I am going to look the area, maybe I have less experience with. At the go to the list of tasks I can see they want to librarian who can supervise and let you have not formally supervised anyone but as I look more closely, and we are that they want someone to manage program areas and I think I have some direct experience.

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So now I want to, now Jesse is going to want to think about his experience and how it relates to these areas. Let's say that he has managed teams programming in his current libraries and sometimes the delegate tasks to



the staff that works with the monkey and services that make sense of confidence that he can lead a program area and supervision of the library setting is not something and direct experience with. He is going to start thinking about what experience he has that is transferable. Related, but not exactly in the same area. So maybe he has managed to volunteer or intern and maybe he was the priest at Starbucks in college and maybe he led a committee or workgroup MAV has taken supervisory preparation courses and he is going to want to emphasize how interested he is a growing in this area while touching on his experience.

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It is good to go through and look for keywords that, multiple times or the just jumped out. Analyze, plan, communities, principles of management, are there ways we can pull those phrases into the application somehow? What is the language of the job announcement about the organization? Let's talk about getting a feel for the library and if everyone can type into the chat box thing we have done that help them get a good feel for a library or an organization where they were trying to get a job. How did you do your research? What has been helpful? What has been a good way to get to know a new organization? FEMA--working in an organization is a good way to get an idea of it. Absolutely. Networking. Looking at the website. Looking at social media presence. Demographic data of the city. That is a great idea. Getting a sense for the area that the library is in the what the community is like. That is a great idea.

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Being a customer at the library, using the library. Talking to former employees. But that is an awesome and idea.

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Navigated the catalog. Totally. Going through the process of being a patron at that library.

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Volunteer work. Excellent.

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Okay. Feel free to keep putting that stuff up. They're going to go ahead and keep talking. You have that a lot of the things that we're going to touch on. While you are researching the library that you are applying for a job at, we really think you should keep these questions in mind. Is this the kind of library you want to work for? And you also want to ask yourself, what don't they have that I can bring to the table? So when you are preparing, you need to visit the website as many people mentioned. What is the catalog look right? Can you use a chat for online reference? What events are coming up? What services do they offer? You want to check out the mission, the vision, the strategic plans and goals and is there any way to tie experience to gold?

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As much as possible, it would be great if you could visit the library. What is the building look like? What does the customer service look like? Collections? Computers? Automation systems? You can also call and ask them a question?

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Somebody mentioned talking to former employees and I think that is a great idea. You should always ask friends and colleagues about the library. You know anyone who used to work for the system? Even if you can talk to someone who works in the area, the same geographic location. Maybe they can tell you what type of replication the library has. It is also a great idea to search for new stories about the library. Can you find stories about their events, services, funding, had a reputation do we have the community? And again, as someone mentioned, check out their social networking preference. What does that look like?

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This is why you need to research the library in advance. One director told us that an applicant said they had not visited the library before. For him, the interview was over. He considers that they did not prepare an that reflect a characteristic that he just does not want on his staff.

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So, let's move on from research. Just about any job you wanted going to require you to submit some kind of paperwork and we are going to focus on the application and the resume. And you might be asking yourself why so much paperwork and why do I need to worry about the resume and application? They both have the same information on them. As we discussed earlier, the whole process is likely to have you thought of that petition form which may or may not be part of your exam it is likely that you will need to upload a resume which may or may not be part of your score. But either way, you need to make sure everything you submit is representing you in the best possible way. You can consider the first assignment of your new job.

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I know that often filling out job applications can make you feel like this. It makes me feel like that sometimes. Here are a few pointers to help you get through it.

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It seems obvious to follow instructions that in a civil service environment it is vital you can be docked points are eliminated from consideration of any of the information is missing or inaccurate. If possible, have a friend look over the application just to make sure you have not missed or misunderstood something.

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Keep in mind your application is essentially a sample of business writing the you are submitting to a potential employer. Make sure you have everything appropriately there. All of your keys crossing your eyes dotted.

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Keep in mind that spellcheck will catch some errors, but not all of them. There is a one letter difference saying you have experience running a team versus running a team that spellcheck is not going to catch it so you need have someone take a second look and proofread for you.

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If you're asked for a cover letter, you need to get this with the amount of detail that you provide. Think hold a lock. Not too long, not too sure, just right anyone to the sink while communicating your experience and skills clearly.

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Now, the resume. Some will ask for a resume and some won't and if they are asking for a resume or application, you want one drafted you have it ready and put in the application if you can. Let's backtrack and find the actual purpose of the resume is. The resume is a summary or how it through education and experience. Its purpose is to get you an interview. The interview is your opportunity to explain in more detail about your experiences and your accomplishments. For the resume, and locate the specific but you don't want every last detail. If you do it right, you'll get to explain those details in person later on. How long should the resume be? Most good books on resumes and you will see some listed in the bibliography at the end of the webinar recommend a one-page resume. You will find some the recommend a two-page resume and if you go with a two-page resume, make sure that the second page is a list, very few lines to Klingon, that you have a one-page resume that needs editing. Also, the length of your resume would correlate to where you are with your career. If you are applying for a library director position in the have 10+ years experience in libraries you may have earned the second page if it is longer than Mark--if it is longer than two pages you might want to rethink it or rework.

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It will better recuperate glazier better qualified for a position, this could easily backfire. Hiring managers are busy and we will appreciate a clear and concise summary. In an extreme case, some kind of egomaniac or someone applying for a librarian job and you can look at any resume book ever and if it can happen, we have one colleague reported he received a 78 page resume. This is not the first step to getting your dream job. Remember, Goldilocks faith

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Let's talk about the overall look of the resume. The impression should be neat, clear, and organize. It should

be legible and professional. The type is evocative for some people including typeface. So it is best to avoid anything overly flowery, whimsical or retro. I would recommend error on the side of neutral and if you are concerned about what the typeface on your resume might be communicating, there is a great book about fonts called just my thoughts, which I highly recommend. You should use a size that is readable. No cheating on turning your two-page resume into a one-page resume by making your font really small. And yes, Arial or Times new Roman are safe that for sure.

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And you may want to include whitespace. It should not look like a solid block of text and it should be drawn to major section of the resume. And as we have said before it is essential to proofread. One error could be the difference between getting your dream job and not. Having someone else proofread your resume is vital. A second set of eyes is going to catch you happy, blind after reworking your resume 1500 times. And spellcheck is great, but it is not perfect.

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I can't identify all of the abbreviations we have listed here and I don't think you can either so don't put them in your application or resume without defining them first.

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You also need to be consistent on your resume. Here are two sets the phrases that you might find on someone's resume. The phrases on the left begin with action verbs and their in the third--same verb tense and the words on the left mean the same thing and some are for the summer now the summary different tenses. Even not mean the same thing, does not read as well and one of my favorite career guide compares resume to sonnets or haiku, each word should be carefully chosen for maximum effect. He met the phrases on the left are good because they are consistent with each other. But what would make them more effective would be to add quantity. Anything you can quantify your resume, do it. The example above that would be more effective to say, presented the story time to 75 children were customer service with 250,000 annual. And it is good to: keywords where applicable.

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Resumes are made up of phrases it is not necessary to complete sentences is important to leave that articles like a, and, the, and where you want to find this, getting rid of unnecessary article is a great place to start.

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So, now we're going to talk about interviews. Which can sometimes feel pretty intimidating. Almost like it trips to--

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We are back to these guys. Assuming you have done your homework and sprucing up or revamping your resume, hopefully will wind up with a resume. You are nervous, that is perfectly normal. You have a lot riding on this including your dream job so we have a few tips to help you out as well.

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Now you need to help--put the homework you have done to work and we saw how important hiring managers surveyed felt it was important that you had researched a job in a library and they will notice the you have taken the time to do your homework and make sure you review your research.

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While you will never know for certain what questions are going to be asked in the interview you can probably make an educated guess about the things that they will ask you based on a job announcement and the job announcement list duties make sure to discuss customer service experience and be confident you have interest in mind will give you huge head start in preparing for the interview.

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In the chat box, never want to think about interviews we have been on in the past and kind of type in the chat what kind of questions you have announced. I think it is helpful to look at different types of questions that are

used and thing, over and over again. Go ahead and type in the chat, question to happen after the interview in the past.--Add an interview in the past.

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Are you a circle or a square? I don't know how I would answer that.

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It is a common question. Why do you want to work here? It is a good question.

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Experience with technology. Where do you see yourself question mark have you handle conflict with a coworker?

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Those are good questions. We asked the same questions to the experts we found there are similarities and they that they asked on interviews and you have hit on some of these and customer service is a popular topic and that might the outside of a library setting, and they asked job candidates how they would handle a disagreement or difference of philosophy with supervisor argument--administration and places of technology in the library how you might handle customer service issues that arise when customers have difficulty with technologies. And finally how they handle or approach change.

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There are some intimidating questions you're going to be asked at some point would've to be prepared for them in practice.

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The first question, you're often going to be asked of the combination of big and gigantic, tell us about yourself or describe how your education and experience have prepared you for this position and you want to respond, do you want to narrow it down? You should be expecting a question like this and every one of the they warm up? That and you can have an elevator speech prepared for yourself. Drafting practice a overview of what makes you a good candidate what makes a great candidate for the job. Anyway, this question is a free be. Sparkling accomplishments and fabulous qualities. Be prepared for a.

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Your elevator speech could be your answer to why we should hire you. And that is what you are summing up.

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What are your weaknesses? Why is this question so hard? Because you are interviewing for your dream job and you only want to talk about your strength. It is easy to think of something trite and disingenuous such as I work too hard or I am a perfectionist. The best bet is to be honest it is an example of a weakness you are aware of and working on overcoming. For example, for me, I am not a naturally organized person. It is a weakness a to be a significant problem and is a weakness I am aware of and I have been working on it for quite some time. It is not coming naturally but I am always working on it. So we chose this image on the fly to illustrate another point if you're going to use humor in the interview, be careful. And while it might be well received you might come across as being unprofessional or you might offend someone and if you're going to be sunny, play it safe.--If you're going to be sunny, play it safe.

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We are library is used to answering questions in the future might be harsh, we are aware that some questions are better than others in the last question that you have an interview is if you have questions for the interviewer. It is possible that you won't get the opportunity or that what you say would not be scored but nevertheless, your response is going to be the last thing that you say before the interview concluded so you wanted to be a memorable and smart probing questions will show your interest in the position and demonstrate you have some time thinking about the organization and the position he has strong professional knowledge.

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What are good questions to ask? A good question will demonstrate that you have done your homework, that you're curious to know more about the position and the organization and a not good question will show you have not taken the time to do your homework. It is okay to ask questions about the interviewer's own experiences with the library or ask questions about their thoughts on the organization. Everyone likes to talk about themselves and interviewers are no different. You should also not ask a question that is very specific or something the interviewer can have no way of knowing. Something your interviewer with a really tough question may prove you're smart that it might make the interviewer feel resentful and that is not how you want them to feel when they're considering hiring you. We had one retired library administrative that told us, a job candidate tried to talk about everything they do their was about the library, she considered that a red flag that indicated they would be unwilling to listen to good advice in the future. So, again, that speaks to the importance of taking out his strategic questions in advance.

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Absolutely.

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For some of us, including myself, talking about our saw this that easy but it is something you're going to have to get over if you want your dream job. It is a good idea to think about four or five stories that demonstrate the qualities that your future employers will want. Practice stories and tell them to yourself in the mirror, practice them in the shower, practice them with your job, just get used to telling them.

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You really want to think about how your stories present you with candidates for this position. Review the job announcement before your interview and think about how your story relates the position description. If your story is not presenting you a clear and favorable way, briefly tweak your stories or think about new stories that demonstrate that you are the right candidate for the job.

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Now they have thought about all the questions that you might be asked as well as what you would like to ask yourself, have your friend ask you these questions. A good friend will give you honest feedback about your answers and if you want to be sure about how you are coming across, try to answer the questions. This is not for the faint of heart. It is a nuclear option. You might be surprised at how much you say, or you--how much you say umm you have distracting habits or you raise your voice up into the question. Or you play with the a ring when you talk. I am, tran3?

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I was informed by that time my wife if she with this Amy on interview questions and knowing that is half the battle and let you know these you can be aware of how you are coming across during the interview and how your interviewing style is not coming across as getting in the way of your answers.

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Now it is the day of your interview, it is normal to want to jump into every question the moment you are after that there is nothing wrong with pausing and reflecting before you start responding.

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Civil service interviews will often be time to see what you want to be aware of that and paste yourself. As you answer each question you want to make sure your answer fully on the other hand interviewers will quickly become bored and impatient if you are rambling. If you have done research and practice to be able to clearly and concisely answer each question and telling great plan questions about yourself. Every single detail of your experience does not need to be given. Panic if you're having trouble with it, a good framework for getting your stories and five, is situation task action and result. Pull a specific situation or task and describe it in two or three sentences. Describe the action that you took and make it specifically the action that you took and describe the result and in other words, how successful your actions were, what you learned and keep it brief. Situation task action result.

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You would not think we would have to remind professional librarians at this that a lot of the hiring managers we surveyed noted that it is very important for job candidates to look the part. One of my personal mentors always said, dress for the job that you want, not for the job that you have. Dress for success. Devin this also might seem like an obvious tip but if you have never taken part in a civil service panel interview before, remember to shake hands with each member of the panel at the beginning of the interview as you introduce yourself and at the end. As you're leaving, make sure you take time to thank the panel. It never hurts to say thank you.

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Throughout the course of the interview and to make sure the you make it contact with each of the members of the interview panel. The panel members are taking turns asking you a question it is okay to address responses to the person asking the questions that you want to avoid making eye contact with only one of the interviewers. When you're shaking hands, make sure the make eye contact then also.

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You don't want to confuse making eye contact with staring, that is no good.

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So, it is perfectly normal to be nervous for interviews. We are not going to tell you that you should not be, in fact, the nervous is a sign that you want to do well. It is--take a few deep breaths, it really helps.

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Keep in mind that people across the table are a bit nervous. Hiring and training a new employee represents a new investment in time and resources in that people interviewing you are making a decision based on a few pieces of paper in a short conversation with you and they should be nervous.

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Just remember, everyone on the panel want you to make it abundantly clear that you are the best possible candidate for the position. They want you to make it a easy clear-cut decision.

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If you don't get the job that you are feeling discouraged, I want you to imagine this guy got the job. Whenever I don't get a job I have applied for, I just imagine the most amazing awesome person got the job. Obviously. Right?

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Obviously. Tonight we have a little bit of time for questions. If you have to go at one o'clock, that is fine but we will be here for a few more minutes.

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Thank you so much for attending. FEMA I see a question from Martha. What types of questions would you ask of an outside panel that is not on staff at the library you are applying for?

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Sometimes in a panel interview, you will have people on the panel who are not on the staff at the library. In a civil service panel interview you might not have the opportunity to ask questions that might not be an issue but if you do, it is good to ask the same questions anyway. The panelists have probably debris fell at the library priorities are, what they are looking for, and the person that fills the position. So I think you can ask the same questions and if they can't answer them, that is fine, we can bring them to the next interview.

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There was a question that I noticed earlier, that we did not have a chance to respond to but I will address it now hopefully the person is still here. They asked about interviewing for jobs out-of-state. That is a tough one because as we talked about, there is definitely an advantage to having visited the library. I have done that, have the position of applying for out of a job however and you definitely need to make sure that you spend a lot of time looking over the website and learning as much as you can from the website and on the day of the interview, if you can show up an hour or two in advance and work around the library, you will be able to pick

up on a lot of stuff very quickly. So at least it will give you something that you can mention. And I think that the interviewers are going to recognize that they know that you live in another state they will probably understand that you have not had a chance to visit every single one of the branches an assistant. At least if you can start by talking about the things on the website, it will give you a place to start.

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I agree.

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Sally, yes, I would be very happy to talk to you. Anytime. My e-mail address is right. You can send me an e-mail. To make you can contact either of us with questions about any of the stuff we talked about today. We would be happy to help you out.

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Thank you Nicole and Jesse that thank you all for attending. This will be archived and available on the Info People website and slides from today's presentation will be there. Thank you for attending and we hope to see you at the next webinar. As a reminder, the nextwebinarr about job search and career change will be on August 14. Thanks again.

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Thank you.

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[Event concluded]