



DEPARTMENT OF HUMAN RESOURCES

Study Guide Library Aide and Library Page Written Examination

- This booklet contains SAMPLE QUESTIONS ONLY. Studying this booklet will not necessarily improve your exam score.

MAY 2020

PURPOSE AND CONTENT OF THIS STUDY GUIDE

This guide was developed to help you prepare to take the written examination for Library Aide and Library Page. It contains general test-taking advice and also provides specific information related to the exam content. This information includes the subject areas covered by the exam, the kinds of questions to expect, strategies for approaching the questions, and sample questions. Though this information cannot guarantee a higher examination score, it can give you direction for your examination preparation that will assist you in doing your best.

PREPARING TO TAKE THE EXAMINATION

Before the Day of the Exam

- Review this guide to get familiar with the content of the exam. Knowing about the topics and kinds of questions that will be in the exam will ensure that you will not be surprised by the content of the exam or the manner in which it is presented. This can improve your ability to demonstrate your job potential.
- Make sure that you know where the exam will be administered and all of the relevant details, such as where to park, where to report for the exam, and what identification is required.

On the Day of the Exam

- Make sure that you are well rested and have eaten. These things will help your concentration during the exam.
- Plan your day to allow plenty of time to get yourself prepared and get to the exam site. Allow enough time to cope with weather, traffic, parking, etc. Hurrying creates anxiety, so do not put yourself in the position of having to hurry.
- Listen carefully to all instructions from the examination administrator. Make sure that you understand the instructions and carry them out correctly. Ask questions at the proper time before the exam begins if you are unsure of any aspect of what you should do during the exam.

GENERAL EXAM TAKING TIPS

- Use your time carefully. The time limit should provide you with more than enough time if you move through the exam steadily and do not spend too much time on any one question.
- Read the questions and answer choices carefully. Read all of the answer choices before you select an answer.
- If you come to a question that is especially difficult, skip that question and come back to it later if you have time.
- Answer every question. Scores are based on the number of correct answers. You will receive no credit if you leave an answer space blank. It is to your advantage to use your best judgment to make a choice among the answer choices provided.

THE LIBRARY AIDE AND LIBRARY PAGE WRITTEN EXAMINATION

The written examination for Library Aide and Library Page is based upon a job study that identified the most important knowledge, skills, and abilities required to perform the job successfully. These areas include:

- your knowledge of effective approaches for providing customer service and interacting with others.
- your skill in placing numbers that include decimals in proper order.
- your skill in placing names in alphabetical order.

All of the exam questions are presented in a multiple-choice or true-false format. Each question is identified by a question number that is followed by a question statement. For multiple-choice questions, there are between two and four answer choices following the question statement. You should read all of the answer choices and then choose the best answer. **Each question has only one correct answer.**

SECTION 1: CUSTOMER SERVICE AND INTERPERSONAL SKILLS

This examination section contains twenty-five (25) questions designed to assess your knowledge of effective customer service and interpersonal communication techniques. For the first fifteen (15) questions, you will be given a situation and asked to select the best response, given the circumstances. For this type of question, it is important to focus on the objective of the communication and the specific circumstances involved. The remaining ten (10) questions are true-false statements about customer service and communication. For these questions, you will read a statement then must decide if it is true or false. For all of the questions in this section, it is helpful to mentally place yourself in the role of a Library Aide or Library Page and consider the most appropriate response in light of the job duties, customers, and typical work environment in a library setting.

Examples of the types of questions in this examination section are shown below. Each question is followed by a brief explanation of the correct answer.

1. If a library patron asks you a question about a subject that you are unfamiliar with, the most appropriate way to respond is to:
 - A. answer the question as best as you can.
 - B. simply state that you don't know the answer.
 - C. suggest that they seek out another employee.
 - D. tell them that you are not certain, but will find out.

Answer: The correct answer to sample question #1 is response choice "D". Customers ask many types of questions, and there will be times when you don't know the answer. By thinking about customer service and the role of employees in a library setting, it is easier to conclude that the best answer involves taking responsibility for meeting the customer's needs by helping them obtain an accurate answer to their question. This is what is described in response choice "D". Response choice "A" is not the best answer, because the information provided may be inaccurate. Response choices "B" and "C" are incorrect because they do not include taking responsibility for the problem and do not help the customer in finding the answer to the question.

2. A person has asked for help locating a book that was previously on the shelves. You find that the book was recently removed from circulation because it was damaged. From a customer service perspective, which of the following is best to say to the library patron?
 - A. "The book is unavailable at this time."
 - B. "I'm sorry that we are unable to provide you with what you want."
 - C. "That book was damaged, can I help you find something similar?"
 - D. "We don't have that book now, but you can check back with us later."

Answer: The correct answer to sample question #2 is response choice "C". When you can't meet a customer's needs, it is a good customer service practice to respond with something positive. This involves taking some responsibility for meeting customer needs. In this case, offering to help find a similar book shows concern for the customer's need and gives the customer another option. The other response choices may be accurate, but they do not take the opportunity to offer something positive or helpful to the customer.

Instructions: Answer the next two (2) questions by selecting "A" if the statement is true and "B" if the statement is false.

3. If a customer is complaining about a situation that you are not responsible for, there is no need for you to apologize.

Answer: The correct answer to sample question #3 is response choice "B". It is important to consider the situation from the perspective of how a government service would want its employees to respond to its customers. An apology may be appropriate even if you are not specifically responsible for the situation when you are acting on behalf of an organization and taking responsibility for customer needs. In such a case, apologizing for any inconvenience or for being unable to meet a need would most likely be expected and appreciated by the customer.

4. If a customer asks you to make an exception to a rule, you should explain the reason why you are unable to do so.

Answer: The correct answer to sample question #4 is response choice "A". There are times when a customer wants something that can't be provided. Customers will generally be more likely to accept a denial if they understand the reason for the rule including how the rule enables the agency to better serve its customers.

SECTION 2: DECIMAL ARRANGEMENT

This part of the exam contains ten (10) questions that assess your skill in placing numbers that include decimals in proper order. On the job, the Dewey Decimal System is used to classify books by using numbers to represent subjects. It organizes information into ten broad areas, which are then broken down into smaller topics. For example, the category code 500 is used to identify science and, within the 500 series, the number 540 categorizes the work as being related to Chemistry. Subsequent numbers, further refine the subject area so that books on similar topics can be grouped together.

Examples of the types of questions in this examination section are shown below. Each question is followed by a brief explanation of the correct answer.

Instructions: Arrange the numbers in each group from Column I in correct ascending numerical order. Choose the correct answer from the choices in Column II.

COLUMN I

COLUMN II

- | | |
|---------------|------------------|
| 5. (A) 524.18 | A. A, B, C, D, E |
| (B) 524.08 | B. B, A, D, C, E |
| (C) 524.8 | C. C, B, A, D, E |
| (D) 524.78 | D. B, C, A, D, E |
| (E) 524.87 | |

Answer: The correct answer to sample question #5 is response choice "B". To compare the numbers, you should always start with the first column on the left and make comparisons by proceeding to the right. In this case, the first three digits, "5", "2", and "4" that appear in the hundreds, tens, and ones positions respectively are the same, so the ordering is based upon the numbers that follow the decimal point. The first number to the right of the decimal point is located in the "tenths" position. The lowest number in the tenths position is "0" which is Column I, choice "B". The next lowest number in the tenths position is "1" which is Column I, choice "A". This is followed by a "7" which is in the tenths position in Column I, choice "D". The tenths position in Column I choices "C" and "E" is the number "8", so you must proceed to the next number to the right. In this next position, called the "hundredths" position, choice "C" is the next lowest number. Because it is blank, you should assume that the value in the hundredths position is zero. The final placement in the number series is choice "D" in which the hundredths value is "7". Therefore, the letter designations for the correctly ordered numbers is B, A, D, C, E which is choice "B" in Column II.

COLUMN I

COLUMN II

- | | | | | |
|----|-----|---------|----|---------------|
| 6. | (A) | 100.204 | A. | B, A, E, C, D |
| | (B) | 101.021 | B. | B, E, A, C, D |
| | (C) | 100.22 | C. | C, E, A, D, B |
| | (D) | 100.241 | D. | E, A, C, D, B |
| | (E) | 100.120 | | |

Answer: The correct answer to sample question #6 is response choice "D". To compare the numbers, you should always start with the first column on the left and make comparisons by proceeding to the right. In this case, the first two digits, "1" and "0" that appear in the hundreds and tens positions respectively are the same. The first difference in Column I occurs in the ones position where choice "B" is a "1" while all of the other choices have a zero in that position. Therefore, since choice "B" is the largest number, it will be the last number in the series. The placement of the remaining numbers is determined by the numbers after the decimal point. The lowest number, and, therefore, the first in the series, is choice "E" which has a "1" in the tenths position. The next number in the series is determined by looking at the hundredths position which is immediately to the right of the tenths position. There you will see that the next lowest number is choice "A" which has a value of "0" in the hundredths position. The next number in the series is Column I, choice "C" which has a "2" in the hundredths position, followed by Column I, choice "D" which has a "4" in the hundredths position. Therefore, the letter designations for the correctly ordered numbers is E, A, C, D, B which is choice "D" in Column II.

COLUMN I

COLUMN II

- | | |
|----------------|------------------|
| 7. (A) 234.913 | A. C, D, A, E, B |
| (B) 237.52 | B. D, C, A, E, B |
| (C) 234.901 | C. E, B, A, C, D |
| (D) 234.91 | D. E, B, D, C, A |
| (E) 237.225 | |

Answer: The correct answer to sample question #7 is response choice "A". To compare the numbers, you should always start with the first column on the left and make comparisons by proceeding to the right. In this case, the first two digits, "1" and "0" that appear in the hundreds and tens positions respectively are the same. The first difference in Column I occurs in the ones position where choices "B" and "E" have the value of "7" while the other three choices have a "4" in that position. Since choices "B" and "E" are larger numbers, they will be the last two numbers in the series. By looking at the first number after the decimal, you can see that choice "B" is the larger of the two numbers, so it will be in the fifth position in the series and choice "E" will be in the fourth position. Moving to the right, you can see that choices "A", "C", and "D" all have a "9" in the tenths position, so you must look to the hundredths position immediately to the right. Column I, choice "C" has a zero in the tenths position making it the lowest number and the first in the series. To differentiate Column I choices "A" and "D", you must look to the right to the last number. Choice "D" is blank, so you should consider that space to have a value of zero which makes it the smaller of the two numbers. Therefore, the letter designations for the correctly ordered numbers is C, D, A, E, B which is choice "A" in Column II.

SECTION 3: ALPHABETICAL ARRANGEMENT

This part of the exam contains ten (10) questions that assess your skill in placing names in alphabetical order. On the job, books are often listed and located by authors' last names. Therefore, it is important to be able to correctly sort names alphabetically.

Examples of the types of questions in this examination section are shown below. Each question is followed by a brief explanation of the correct answer.

Instructions: Arrange the names in each group from Column I in correct alphabetical order. Choose the correct answer from the choices in Column II.

COLUMN I

8. (A) White, E.B.
(B) Whirley, Tara
(C) Whistler, J. Grisham
(D) Whitfill, Cody
(E) Whitford, Sara

COLUMN II

- A. A, B, C, D, E
B. B, C, A, D, E
C. B, C, D, E, A
D. C, B, D, E, A

Answer: The correct answer to sample question #8 is response choice "B". To sort alphabetically, you should compare each letter moving from left to right. In this case, the first three letters of the names that appear in Column I are the same ("w", "h", and "i"). The fourth letter of Choice "B" is an "r" while the fourth letter of the other choices is an "s" or "t". Therefore, choice "B" is the first name in the series. The fourth letter of Choice "C" is an "s" making it the second name in the series. The fourth letter of choices "A", "D", and "E" is a "t". Given this, you must move left to the fifth letter in order to sort the names. The fifth letter of Choice "A" is an "e" while it is an "f" in the two other choices, making Choice "A" the third name in the series. The fifth letter in choices "D" and "E" is an "f", so you must compare the sixth letter. The sixth letter of Choice "D" is an "i" and in Choice "E" it is an "o". This places Choice "D" in the fourth position in the series, and Choice "E" in the fifth and last position. Therefore, the letter designations for the correctly ordered names is B, C, A, D, E which is choice "B" in Column II.

COLUMN I

COLUMN II

- | | |
|--------------------------|------------------|
| 9. (A) Christie, Agatha | A. B, E, A, D, C |
| (B) Chrisley, Anne | B. C, E, B, A, D |
| (C) Christenson, Andreas | C. E, B, C, A, D |
| (D) Christle, Heather | D. E, C, B, D, A |
| (E) Chrisley, Andrew | |

Answer: The correct answer to sample question #9 is response choice "C". To sort alphabetically, you should compare each letter moving from left to right. In this case, the first five letters of the names that appear in Column I are the same ("c", "h", "r", "i", and "s"). The sixth letter of choices "B" and "E" in Column I is an "l" while it is a "t" in the other three choices. Therefore, choices "B" and "E" must be compared for placement in the first and second positions in the series. Because the surname (last name) "Chrisley" is the same in both choices, you must compare each letter of the first names ("Anne" and "Andrew") from right to left to order the names correctly. The first two letters of the first names in choices "B" and "E" are the same, but the third letter is different. In choice "B", the third letter is an "n", while in choice "E" it is a "d". Because "d" comes before "n", choice "E" will be in the first position of the series and choice "B" will be in the second position. The next positions in the series are determined by looking at the seventh letter of surnames in choices "A", "C", and "D". This seventh letter is different for each choice. The letter "e" in "Christenson" places choice "C" in the third position in the series. This is followed by choice "A" in which the seventh letter is an "i". The last name in the series is choice "D" in which the seventh letter is an "l". Therefore, the letter designations for the correctly ordered names is E, B, C, A, D which is choice "C" in Column II.

COLUMN I

10. (A) Douglass, Keith
(B) Doucette, J.L.
(C) Douglass, Frederick
(D) Doublin, James J.
(E) Doukas, David

COLUMN II

- A. B, C, A, E, D
B. B, D, E, A, C
C. D, C, A, B, E
D. D, B, C, A, E

Answer: The correct answer to sample question #10 is response choice "D". To sort alphabetically, you should compare each letter moving from left to right. In this case, the first three letters of the names that appear in Column I are the same ("d", "o", and "u"). . The fourth letter of Choice "D" is a "b", making it the first name in the series. The next name in the series is Choice "B" in which the fourth letter is a "C". The fourth letter of Choices "A" and "D" is a "g" so additional comparisons will need to be made to order them correctly. As you will note the entire surname (last name) is the same in these two choices, so you must continue by comparing each letter of the next part of the name (first name). In making this comparison, you will see that Choice "C" should be placed next in the series because the "F" in "Frederick" comes before the "K" in "Keith" in the alphabet. This means that Choice "C" should be placed in the third position in the series and Choice "A" in the fourth position. Finally, Choice "E", in which the fourth letter is a "k", should be placed in the last position. Therefore, the letter designations for the correctly ordered names is D, B, C, A, E which is choice "D" in Column II.

ADDITIONAL ASSISTANCE

If you feel that you would benefit from more practice, your local library or relevant internet web sites may have reference materials that can be helpful. This is true for all of the subject areas covered by the Library Aide/Library Page written examination.