



Information Handout for Hillsborough County Civil Service Board

Senior Library Assistant

This handout has been developed to prepare applicants for taking the Hillsborough County Civil Service examination #12. The following pages contain general test preparation information as well as brief a description of the content area(s) of the test and the types of questions you can expect to find in each area. Answers to Samples questions are provided throughout the handout.

Hillsborough County Civil Service Board

Test Preparation Information

Please Read Before Testing

Notice: Taking and passing a drug test and a job-related physical examination may be required as conditions of initial employment and continued employment!

Notice: If you believe that you are a covered individual under the federal Americans with Disabilities Act (ADA) and would like to request accommodation in the application or testing process, please make your request in person, in writing, or by telephone to any member of our staff at (813) 272-5621. For individuals with hearing disabilities, please call 1-800-955-8771 (TTY).

Testing Location, Hours, and Telephone Number: Tests are administered at the Civil Service Office located at 601 E. Kennedy Blvd., on the 17th floor. Tests are administered during the following hours:

Written: Monday - Friday, 7:30 a.m. to 2:00 p.m.
Wednesday 7:30 a.m. to 9:30 a.m.
Typing/Data Entry: Monday - Friday, 7:30 a.m. to 3:00 p.m.
Wednesday 7:30 a.m. to 9:30 a.m.

Tests for all current job openings may be started at any time during open testing hours. Once started, testing may continue beyond open testing hours. No testing appointment is necessary. The telephone number for application and testing information is 272-5621.

YOU MUST BRING PHOTO IDENTIFICATION at the time you wish to be tested.

YOU SHOULD PLAN AT LEAST 3 HOURS for your examination. Ask our staff for the exact time allowed for your test(s).

PARKING: You may park at any of the metered spaces on the street or at any of the daily pay lots located throughout the downtown area, or the public parking garage adjacent to our building (entrance on Jackson Street).

YOU MAY NOT LEAVE TO PUT MONEY IN PARKING METERS. Once you begin an examination, if you leave for any reason, your examination is VOID and you may not retest for a minimum of two months.

TEST ROOM RULES: *Violation of these rules may result in you being disqualified.*

1. Turn off cell phone before entering test room.
2. Calculators are not permitted except for test numbers 10, 16, 19, 35 and 46.
3. Written material of any type is not permitted; personal items such as purses & briefcases must be placed on the floor before testing can begin.
4. Chewing gum or other disturbing activities are not permitted.
5. Talking is not permitted. If you have a question about the testing process, ask the question before entering the test room.
6. All materials given to you **MUST** be returned to the test proctor including scrap paper.
7. No cheating. If caught cheating, you will automatically receive a failing score.
8. You may not leave the test room once testing has begun to go to the bathroom or feed a parking meter. Ensure that you visit the rest room or have enough money in the meter before entering the test room.

TEST TAKING TIPS

1. Know how long your test is. Ask in person or call our office (272-5621). This will help you plan and minimize problems.
2. Organize your schedule to allow for the test time plus one hour. The additional hour will allow for the time required to park your vehicle, walk to the Civil Service Office, and complete the application process. If you do not plan for this extra time, you may feel rushed and perform less than your best on your test.
3. Be well rested.
4. Do not take the test on an empty stomach.
5. Study the appropriate subject area for written tests and/or practice your skill for typing, data entry and shorthand performance tests.
6. Relax as much as possible. Many people find it difficult to relax prior to a test - a condition known as test anxiety. Even though it may be difficult for you to relax prior to being tested, research shows that it is worthwhile to at least try to relax.
7. Read all test instructions very carefully. This includes both sides of this handout as well as the instructions you will receive with your test.
8. Do not spend a great deal of time on a single test item. If you find yourself spending a great deal of time on a single item, a good strategy would be to skip that item, finish the remaining questions, and then return to the unanswered item.
9. There is no penalty for guessing. A good strategy would be not to leave any items blank, even if you do not know the answer.

Sample Test Questions

Public Relations/Interpersonal Skills

In this section of the examination, you will answer multiple choice questions testing your skills in dealing with the public, following library regulations.

Example 1:

You observe a library patron talking with another patron at a level which could be disturbing to others seated near the patron. Your best response to this situation is to:

1. Tell the patron to lower his/her voice immediately.
2. Ask the patron to leave the library.
3. Listen to the conversation to make sure that the conversation is appropriate.
4. Ask the patron to please lower his/her voice.

Grammar, Spelling & Punctuation

In this section you will be asked to select one sentence from four which is correct with respect to grammar, punctuation, and capitalization. You will also be asked to select one correctly spelled word from a listing of five.

Example 2:

Select the one sentence which is correct with respect to grammar, punctuation, and capitalization.

1. I don't have time, in the day to complete all my tasks.
2. He is going to the store yesterday.
3. It was there responsibility to complete that form.
4. I need to send a letter to the Department of Education.

Error Recognition

For this section, you will compare hand written library card applications to those entered into the computer system. Your task is to recognize errors made in data entry.

Reading Comprehension

In this section of the exam you will be asked to read some paragraphs and demonstrate how well you grasp what you read by answering some questions about the information presented in the paragraphs. A good way to practice this skill is by reading a newspaper article and ask yourself questions about what you read.

Technical Knowledge

You will be tested here on your knowledge of technical procedures and practices relevant to correct library management.

Example 3:

The fastest way to find a needed book or magazine is to:

1. Search manually through various cards in the card catalogue.
2. Access the computer terminal and run a computer search.
3. Consult the appropriate bound directory.
4. Go directly to the shelves and search through books alphabetically.

Filing

In this section you will be asked to correctly sort numbers as well as alphabetic names and titles.

Supervision and Leadership Skills

In this section, you will be asked to choose the one best answer from five options which indicates the best supervisory practice in responding to situations set up for this exercise.

Example 4:

When two subordinates are constantly arguing with each other and unable to complete their work, your response should be:

1. Ignore the situation and hope they work it out.
2. Reprimand both for their behavior.
3. Keep the employees separated at the work site.
4. Bring the employees together to discuss with them possible solutions to the problem.

Math Ability

This section involves basic mathematical ability. You will be given problems involving addition, subtraction, multiplication and division.

Example 5:

Add $382 + 441 + 545$

1. 1347
2. 1354
3. 1368
4. 1378

Example 6:

Subtract $\$16.50 - \8.79

1. \$3.21
2. \$7.21
3. \$7.71
4. none of the above

Example 7:

Multiply 32×51

1. 1602
2. 1612
3. 1623
4. 1632

Answer Key: 1 (4), 2 (4), 3 (2), 4 (4), 5 (3), 6 (3), 7(4)