PRACTICE EXAM 19: LIBRARIAN TRAINEE SIMULATION (100 QUESTIONS)

This independent practice exam contains 100 questions covering the four broad areas published for the Entry Level Librarian scope. It is a study simulation, not an official examination form. Local announcements may vary in format, timing, and scoring; follow the current notice for the jurisdiction you are pursuing. Select the best answer for each item.

1. As part of routine work in a youth services area, a patron claims that a search result proves a book is authoritative. Which response is best?

A. Accept the result because it appears near the top
B. Check the source's authority, purpose, and supporting evidence
C. Reject the result because online sources are unreliable
D. Recommend it immediately without examining its context

2. While assisting the public from a temporary outreach location, a record and a patron's statement conflict. What should the trainee do first?

A. Compare the conflicting information with the authorized source
B. Assume the patron's statement is more accurate
C. Change the record based on the conversation alone
D. Ignore the conflict unless another patron reports it

3. During a supervised assignment in a public library meeting room, a question asks for the first step after a routine service error. Which approach is strongest?

A. Complete every later administrative step immediately
B. Choose the most friendly response without checking facts

C. Wait until the problem becomes more serious

D. Identify the immediate risk and preserve the relevant facts

4. A trainee working in a telephone reference line learns that a scenario gives too little information to determine a patron's intent. What is the best conclusion?

A. The patron clearly wants the most common resource

B. The employee should choose the fastest available answer

C. The request should be clarified before selecting a specialized response

D. The request should be declined until a supervisor arrives

5. At a library consortium help desk, a notice states that a resource is available, but the catalog record shows no location. What follows?

A. The resource must be on the shelf somewhere

B. The resource's availability needs verification before promising access

C. The catalog record can be ignored for urgent requests

D. The patron should search every shelf independently

6. While serving patrons in a library collection workroom, two options are both professionally reasonable, but one directly addresses the stated problem. Which should be selected?

A. Choose the option with the broadest possible benefit

B. Choose the option requiring the most staff effort

C. Choose the option with the closest fit to the question

D. Choose the option containing the most technical language

7. During a service period at a new trainee orientation session, a trainee observes that program attendance rose after a new flyer was posted. What conclusion is justified?

A. The flyer may have contributed, but other causes remain possible

B. The flyer definitely caused the entire increase

C. The program is now permanently successful

D. The earlier promotion was proven ineffective

8. In a scenario set at a small municipal library, a patron reports one unsuccessful database search. What may reasonably be concluded?

A. That the database contains no relevant information

B. That the patron cannot use research tools

C. That the database should be removed

D. That search attempt did not produce the needed result

9. As part of routine work in a rural library branch, a coworker reports that an item was returned, but the circulation system still shows it out. What is the best next step?

A. Change the status immediately to satisfy the coworker

B. Verify the item and transaction record before changing status

C. Tell the patron the item is permanently lost

D. Delete the old transaction without documentation

10. While assisting the public from a public reference desk, a question includes the word except. How should the trainee read the choices?

A. Select the choice that sounds most familiar

B. Ignore the qualifier and choose the first true statement

C. Treat every choice as equally correct

D. Identify the choice that does not fit the stated rule

11. During a supervised assignment in a local history room, a policy describes a general rule, while the scenario supplies a specific safety fact. What should control?

A. Apply the general rule without considering the scenario
B. Set the policy aside whenever a patron is upset
C. Apply the rule in light of the specific safety fact
D. Ask the patron to decide which rule applies

12. A trainee working in a library training session learns that a report contains an exact date, a vague impression, and a verified transaction number. Which is strongest evidence?

A. The verified transaction number
B. The vague impression
C. The most recent personal opinion
D. The statement with the strongest emotional wording

13. At a quiet weekday service period, a trainee wants to conclude that a patron acted intentionally, but the facts show only an error. What is appropriate?

A. State that the patron intended to cause the error
B. Document the observable error without assigning an unsupported motive
C. Remove the patron from service automatically
D. Treat the error as proof of misconduct

14. While serving patrons in a library email help channel, a service log lists several complaints from one day. What conclusion is safest?

A. The entire service is failing permanently
B. Every complaint has the same cause
C. The log records several complaints that require pattern review
D. The complainants are all mistaken

15. During a service period at a community reading program, a patron asks which of two sources is better for a research project. What should guide the comparison?

A. The source with the longer title

B. The source that appears first in a search

C. The source with the most colorful design

D. The purpose, authority, currency, and relevance of each source

16. In a scenario set at a branch undergoing a system change, a written option adds a deadline that the scenario never states. How should it be evaluated?

A. Treat the added deadline as an unsupported assumption

B. Accept it because deadlines are common in libraries

C. Assume the deadline is hidden in the question

D. Choose it because it sounds more organized

17. As part of routine work in a library staff handoff, a patron's description is broad enough to support several subjects. What is the best response?

A. Select the most popular subject automatically

B. Ask a focused clarifying question before narrowing the search

C. Search one subject and stop after the first result

D. Tell the patron to return with a complete citation

18. While assisting the public from a county library service point, a supervisor asks for a neutral incident summary. Which statement belongs in it?

A. The time, observable action, response, and notification

B. A guess about why the person behaved that way

C. An insulting description of the person's attitude

D. A rumor repeated by another employee

19. During a supervised assignment in a downtown public library, a response would solve the problem but exceed the trainee's authority. What is the best choice?

A. Make the change quietly to save time

B. Promise the outcome and explain later

C. Preserve the facts and refer the matter through the proper channel

D. Ask the patron to authorize the action

20. A trainee working in a community learning center learns that a question asks for the least harmful action during uncertainty. Which option fits?

A. Take an irreversible action before checking the facts

B. Delay all service until complete certainty is possible

C. Choose the option that creates the most public attention

D. Choose a reversible, authorized step that preserves later choices

21. At a library computer area, a trainee sees that two similar patrons received different answers. What should be examined?

A. Which patron complained more loudly

B. Whether one patron is more familiar to staff

C. Whether a relevant policy or factual difference explains the outcomes

D. Whether the difference can be hidden from review

22. While serving patrons in a circulation service point, a question describes a general rule and then gives an explicit exception. What should the answer reflect?

A. The general rule in every circumstance

B. The exception when the stated facts meet its conditions

C. The most convenient action for staff

D. A new exception invented by the trainee

23. During a service period at a busy weekend branch, a resource is absent from a search result. What may be concluded?

A. The resource was not found using that search approach

B. The resource does not exist anywhere

C. The library never owned the resource

D. The catalog is inaccurate in every area

24. In a scenario set at a multilingual service setting, two people give different accounts of a service interaction. What is the soundest response?

A. Choose the account that sounds more confident

B. Combine both accounts into one assumed fact

C. Discard the issue because accounts differ

D. Record the disagreement and seek corroborating information

25. As part of routine work in a library makerspace, a candidate is unsure between two answers after reading the stem twice. What should happen next?

A. Choose the longer answer automatically

B. Change the answer whenever a choice uses a technical word

C. Select the first choice to save time

D. Compare each choice with the exact facts and qualifier

26. While assisting the public from a public access computer station, a patron leaves a public workstation without signing out. What should the trainee do?

A. Read the open account to identify the patron

B. Secure the session according to the library's workstation procedure

C. Leave the session open for the next user

D. Copy the account information into a personal note

27. During a supervised assignment in a library partnership event, a patron cannot access a licensed database from home. What is the best first response?

A. Ask the patron to send the account password

B. Assume the database subscription has ended

C. Verify the access path and the reported error without requesting a password

D. Tell the patron to use an unrelated website

28. A trainee working in a neighborhood public library learns that a catalog search returns too many results. Which assistance is most useful?

A. Show how to add relevant terms or filters

B. Delete broad records from the catalog

C. Tell the patron to open every result

D. Replace the search with a staff-only query

29. At a suburban branch library, a library system outage interrupts a transaction. What should happen first?

A. Repeat the transaction until the system responds

B. Erase the patron's request to avoid a backlog

C. Promise that the system will be repaired immediately

D. Preserve the transaction details and follow the outage procedure

30. While serving patrons in a library outreach table, a trainee notices a bibliographic record contains an obvious error. What is appropriate?

A. Confirm the source and use the authorized correction process

B. Edit every related record immediately

C. Ignore the error because users rarely notice records

D. Delete the record and recreate it from memory

31. During a service period at a shared library service desk, a patron needs remote access but is unsure which login method applies. What should the trainee do?

A. Ask the patron to share credentials by email

B. Disable authentication for convenience

C. Explain the approved authentication steps and where to get help

D. Create a personal workaround outside library systems

32. In a scenario set at a youth services area, an email attachment from an unknown sender appears on a library workstation. What is the safest response?

A. Open it to determine whether it is harmless

B. Do not open it and report it through the technology procedure

C. Forward it to several staff members

D. Save it to a shared public folder

33. As part of routine work in a temporary outreach location, a patron requests a digital resource in an inaccessible format. What should the trainee do?

A. Tell the patron that digital access is always equal access

B. Change the file without checking permissions

C. Explore an authorized accessible alternative or accommodation path

D. End the interaction because format is the patron's problem

34. While assisting the public from a public library meeting room, a system error appears during a routine checkout. Which response is best?

A. Record the error and consult the designated support process

B. Guess a code until the checkout succeeds

C. Create a second account for the patron

D. Tell the patron that the item is unavailable forever

35. During a supervised assignment in a telephone reference line, a shared folder contains records that only certain staff should edit. What principle applies?

A. Give every employee edit access for convenience

B. Move the records to a personal device

C. Print the records and discard the digital copies

D. Use role-based permissions and the approved access process

36. A trainee working in a library consortium help desk learns that a patron's search is limited by an overly narrow filter. What should the trainee explain?

A. That filters permanently remove records from the catalog

B. How the filter changes the result set and how to broaden it

C. That every filter should remain active

D. That staff should search without telling the patron how

37. At a library collection workroom, a public computer displays a previous user's saved form information. What is the priority?

A. Use the information to identify the previous user

B. Leave it visible while helping another patron

C. Photograph the screen for documentation

D. Protect the information and follow the workstation cleanup procedure

38. While serving patrons in a new trainee orientation session, a technology request requires a change to a production setting. What should a trainee do?

A. Confirm authorization and escalate the change through procedure

B. Make the change during the busiest service period

C. Test an unapproved setting on the live system

D. Ask the patron to approve the technical change

39. During a service period at a small municipal library, the library network becomes unavailable while several users are working. What is useful communication?

A. Claim that all library services are unavailable
B. Explain the affected service and provide approved alternatives
C. Blame a specific employee without evidence
D. Tell users to keep retrying indefinitely

40. In a scenario set at a rural library branch, a staff report includes duplicate patron entries. What should happen before merging records?

A. Merge every similar name automatically
B. Delete the older entry without checking
C. Verify identity and follow the authorized record-merging process
D. Publish the duplicate list for staff discussion

41. As part of routine work in a public reference desk, a trainee prepares a usage report from a spreadsheet. Which practice improves accuracy?

A. Check the source data, calculations, and reporting period
B. Change values that look unusual without documentation
C. Report only the most favorable numbers
D. Copy the file to a public workstation

42. While assisting the public from a local history room, a message asks a staff member to confirm a password through an unfamiliar link. What is the best response?

A. Use the link quickly before it expires
B. Forward the link to patrons for testing
C. Avoid the link and report the message as suspicious
D. Reply with a partial password instead

43. During a supervised assignment in a library training session, a patron hands a library tablet to a trainee after using an account. What should happen?

A. Review the browsing history for service ideas

B. Leave the account active for the next user

C. Copy the account details into the device notes

D. End the session and remove the patron's account information

44. A trainee working in a quiet weekday service period learns that a vendor update changes the appearance of a discovery interface. What should staff do?

A. Assume every function works because the screen looks newer

B. Test essential functions and document user-impacting changes

C. Tell patrons to discover the changes themselves

D. Reject all updates without evaluating them

45. At a library email help channel, a printer queue contains a patron's sensitive document. What is the safest step?

A. Secure or remove the document under the print procedure

B. Read the document to identify its owner

C. Leave it until the printer is next used

D. Post it at the service desk

46. While serving patrons in a community reading program, a staff-created link sends patrons to an outdated page. What should happen?

A. Keep the link because it once worked

B. Replace it with an unverified search result

C. Tell patrons to guess the new address

D. Verify the current destination and update the authorized resource

47. During a service period at a branch undergoing a system change, a search engine ranking places one source first. What should the trainee explain?

A. The first result is always the best source

B. The last result is always unreliable

C. Ranking is not the same as authority or relevance

D. Search engines remove the need for source evaluation

48. In a scenario set at a library staff handoff, a patron wants help using an electronic resource but asks staff to complete all research. What is best?

A. Refuse to help because the patron must work alone

B. Teach the search steps while providing appropriate assistance

C. Complete the entire assignment without explanation

D. Change the patron's account to staff access

49. As part of routine work in a county library service point, a trainee is asked for another employee's system password. What should the trainee do?

A. Share it privately to save time

B. Write it on a public note

C. Refuse sharing; direct the request to support

D. Reset it without permission

50. While assisting the public from a downtown public library, a new software feature is unfamiliar during a busy service period. What is the safest response?

A. Use documented guidance or escalate rather than improvise risky changes

B. Experiment on a patron's live account

C. Disable the entire system immediately

D. Tell users the feature has no purpose

51. During a supervised assignment in a community learning center, a proposed purchase would fill a documented collection gap. What should guide the decision?

A. The vendor's most colorful advertisement

B. The item's popularity in an unrelated library

C. The employee's personal preference alone

D. Collection policy, user need, authority, currency, and access

52. A trainee working in a library computer area learns that two records use different forms of the same creator's name. What practice helps?

A. Deleting every record by the creator

B. Authority control and consistent access points

C. Sorting names by employee preference

D. Using the longest version in every field

53. At a circulation service point, a trainee is asked where a classified physical item belongs. What should be checked?

A. The item's cover color

B. The order in which it was purchased

C. The classification notation and the library's shelf arrangement

D. The patron's preferred shelf

54. While serving patrons in a busy weekend branch, a call number appears correct but the item is repeatedly misfiled. What is best?

A. Move the item to a popular display permanently

B. Remove the call number label

C. Assume patrons are placing it incorrectly

D. Check the call number, item record, and local shelving practice

55. During a service period at a multilingual service setting, a title has low circulation but remains central to local history. What follows?

A. Evaluate its mission value rather than circulation alone
B. Withdraw it automatically because use is low
C. Move it to general fiction without review
D. Replace it with the newest bestseller

56. In a scenario set at a library makerspace, a serial issue arrives with a changed title and numbering pattern. What should happen?

A. Treat every change as a new unrelated title
B. Verify the publication information before updating the record
C. Discard the issue because numbering changed
D. Change the title from memory

57. As part of routine work in a public access computer station, a patron requests a book the library does not own. What service may help?

A. A promise that the library will purchase it immediately
B. A suggestion to search every staff office
C. An authorized interlibrary-loan or resource-sharing request
D. A replacement title chosen without clarification

58. While assisting the public from a library partnership event, a student needs an overview source for a new topic. What should guide selection?

A. The student's purpose, level, scope, and source reliability
B. The source with the most advanced vocabulary
C. The first item returned by a broad search
D. A source selected only because it is long

59. During a supervised assignment in a neighborhood public library, a user needs firsthand evidence about an event. Which resource type is most relevant?

A. A later summary with no cited evidence

B. An advertisement unrelated to the event

C. A general index without linked material

D. A primary source connected directly to the event

60. A trainee working in a suburban branch library learns that a health information request concerns a rapidly changing topic. What matters most?

A. An old source chosen because it is familiar

B. Current, authoritative information appropriate to the user's purpose

C. A source with no author or date

D. A summary copied from an unknown site

61. At a library outreach table, a patron cannot use the standard print format comfortably. What should collection work consider?

A. Accessible formats and the library's accommodation procedures

B. Whether every patron should use the same format

C. Whether the patron can borrow nothing

D. Whether the format is attractive to staff

62. While serving patrons in a shared library service desk, a community member offers an oral history item for local collection consideration. What should staff document?

A. Only the donor's name and a guessed date

B. A promise that the item will be displayed

C. Provenance, permissions, condition, and local significance

D. The item without any handling or rights record

63. During a service period at a youth services area, a fragile item is requested for routine handling. What is the best response?

A. Place it on open display without protection

B. Repair it with any available adhesive

C. Refuse every request without offering alternatives

D. Assess condition and follow preservation or supervised-use procedures

64. In a scenario set at a temporary outreach location, a returned item is marked available but cannot be found. What should staff check?

A. The patron's personal credibility

B. The item record, shelving sequence, holds, and recent handling

C. Every item in the building without a plan

D. The title's popularity only

65. As part of routine work in a public library meeting room, shelf reading reveals a book in the wrong sequence. What is appropriate?

A. Return it correctly and note the recurring problem

B. Discard it because it was misfiled

C. Change its classification without review

D. Hide it in a staff-only area

66. While assisting the public from a telephone reference line, a bibliographic record lacks an important identifier. What should the trainee do?

A. Invent an identifier from the call number

B. Verify the identifier from a reliable source before adding it

C. Copy an identifier from an unrelated edition

D. Delete the whole record

67. During a supervised assignment in a library consortium help desk, two editions serve the same subject but differ in currency and format. What should selection consider?

A. Only the lower purchase price

B. Only the newest cover design

C. The users, policy, currency, format, and available access

D. Whether staff personally prefer one edition

68. A trainee working in a library collection workroom learns that a subject heading does not match the user's everyday term. What assistance is useful?

A. Tell the user the everyday term is incorrect

B. Remove the subject heading from the record

C. Search only the exact phrase first given

D. Use related terms and authorized search paths to improve discovery

69. At a new trainee orientation session, a patron objects to a title in the collection. What should staff do?

A. Remove the title immediately

B. Argue that complaints are never valid

C. Promise the title will remain without reviewing policy

D. Listen respectfully and explain the established review process

70. While serving patrons in a small municipal library, a collection review finds many outdated materials on a changing topic. What is the best response?

A. Keep everything because older materials are always valuable

B. Withdraw every item without checking use or alternatives

C. Evaluate currency and replace or withdraw through policy

D. Move the materials to a hidden shelf

71. During a service period at a rural library branch, an inventory count differs from the item records. What should happen?

A. Change all records to match the first count

B. Recheck the count and reconcile discrepancies through procedure

C. Blame the last employee who handled items

D. Discard the discrepancy list

72. In a scenario set at a public reference desk, a patron asks for a freely available online resource. What should the trainee evaluate?

A. Authority, relevance, accessibility, stability, and rights information

B. Whether the page has the most advertisements

C. Whether it appears first in a search

D. Whether it requires the patron to guess its source

73. As part of routine work in a local history room, a program serves multilingual families. What resource planning is most appropriate?

A. Consider language access, community input, and usable formats

B. Offer only materials in the staff's preferred language

C. Assume one translated flyer solves every barrier

D. Avoid multilingual materials because demand is uncertain

74. While assisting the public from a library training session, a display promotes a new program. Which resource choice is strongest?

A. Unrelated items selected only for bright covers

B. The most expensive resources in the building

C. Materials and information that directly support the program goal

D. Items chosen without considering audience or accessibility

75. During a supervised assignment in a quiet weekday service period, a resource record contains a rights note that limits copying. What should staff do?

A. Assume all library resources can be copied freely

B. Remove the rights note to simplify service

C. Promise permission without checking the rights information

D. Respect the note and refer questions through the authorized process

76. A trainee working in a library email help channel learns that a patron asks a broad question about employment resources. What should the trainee do first?

A. Choose a resource based on the employee's interests

B. Ask clarifying questions about the goal and desired information

C. Give a single link and end the interaction

D. Tell the patron to search without assistance

77. At a community reading program, a person asks what another patron has borrowed. What is the best response?

A. Protect the information and explain the authorized privacy process

B. Provide the information if the request sounds friendly

C. Confirm only the title and not the patron's name

D. Ask nearby patrons whether they know

78. While serving patrons in a branch undergoing a system change, a patron becomes frustrated after several unsuccessful searches. What response is most appropriate?

A. Tell the patron the search is their responsibility

B. Repeat the same search without discussion

C. Acknowledge the difficulty and propose a focused next step

D. End the interaction to protect the schedule

79. During a service period at a library staff handoff, a patron complains that a policy is inconvenient. What should the trainee do?

A. Argue that inconvenience proves the policy is wrong
B. Listen, explain the applicable limit, and identify an available option
C. Ignore the complaint because the rule is posted
D. Promise an exception without authority

80. In a scenario set at a county library service point, a question requires expertise outside the trainee's role. What is best?

A. Give a confident answer regardless of expertise
B. Refuse all assistance because the topic is specialized
C. Search a random website and repeat its conclusion
D. Provide a clear referral while sharing appropriate library assistance

81. As part of routine work in a downtown public library, a patron requests an accommodation for using a service point. What should happen?

A. Ask the patron to prove the need publicly
B. Follow the accommodation process and seek authorized assistance
C. Tell the patron that everyone must use one method
D. Promise an immediate permanent change without review

82. While assisting the public from a community learning center, a patron asks staff to break a rule for a personal reason. What is the best response?

A. Break the rule whenever the reason sounds sympathetic
B. Apply the rule harshly without explanation
C. Ask another patron to approve the exception
D. Explain the limit and offer any authorized alternative

83. During a supervised assignment in a library computer area, a parent asks for details about an older child's library activity. What should guide the response?

A. The assumption that family relationships remove all privacy
B. The parent's volume or urgency
C. The library's privacy policy and the person's authorized access
D. A staff member's personal preference

84. A trainee working in a circulation service point learns that a patron has limited English proficiency and needs reference help. What is most appropriate?

A. Use available language-access resources and confirm understanding
B. Speak louder in English until the patron agrees
C. Avoid the interaction because it may take longer
D. Ask another patron to interpret sensitive details

85. At a busy weekend branch, a patron complains about another user using a shared space. What should the trainee do?

A. Remove the other user without checking the facts
B. Tell the complainant to handle it personally
C. Ignore the report because shared spaces are informal
D. Clarify the concern and apply the same space-use standard

86. While serving patrons in a multilingual service setting, a line forms while one complex reference question is underway. What is the best response?

A. Ignore the line until the complex question ends
B. Acknowledge waiting patrons and manage the service flow
C. End the current interaction abruptly
D. Ask waiting patrons to leave the building

87. During a service period at a library makerspace, a patron's behavior creates an immediate safety concern. What should happen?

A. Continue debating the policy to prove a point

B. Attempt an improvised physical intervention

C. Protect people and obtain designated assistance under procedure

D. Ask the patron to supervise the situation

88. In a scenario set at a public access computer station, a patron reports that a staff interaction caused a problem. What is a useful first response?

A. Listen, clarify the facts, and identify a corrective next step

B. Defend the employee before hearing the concern

C. Promise discipline without reviewing the report

D. Tell the patron that mistakes never occur

89. As part of routine work in a library partnership event, a patron refuses to follow a posted procedure. What should the trainee do?

A. Threaten consequences that the trainee cannot impose

B. Explain the reason for the procedure and the available choices

C. Ignore the refusal and complete the transaction anyway

D. Ask other patrons to pressure the person

90. While assisting the public from a neighborhood public library, a user wants help with a basic computer task. What approach best supports service?

A. Take control and complete every step silently

B. Refuse because computer skills are personal matters

C. Demonstrate the steps while allowing the user to practice

D. Change system settings without explaining them

91. During a supervised assignment in a suburban branch library, a vulnerable patron appears confused about a service form. What should the trainee do?

A. Explain the form clearly and involve authorized support when needed
B. Complete every answer without confirming the patron's wishes
C. Send the patron away to avoid responsibility
D. Share the form with others for advice

92. A trainee working in a library outreach table learns that an outreach participant says the program is difficult to access. What should staff do?

A. Assume the participant simply did not plan well
B. Cancel the program immediately
C. Promise every future barrier will disappear
D. Ask what barrier occurred and document a possible improvement

93. At a shared library service desk, a service issue must be handed to another employee. What information is most useful?

A. A long personal opinion about the patron
B. The request, verified facts, action taken, and next step
C. Only the patron's name without context
D. A promise that the next employee will solve everything

94. While serving patrons in a youth services area, a patron raises their voice but has not created a safety threat. What is the best approach?

A. Match the patron's volume to show authority
B. End the conversation without explaining why
C. Remain calm, set respectful limits, and focus on the issue
D. Promise whatever outcome will quiet the person

95. During a service period at a temporary outreach location, a patron offers feedback after a program. How should it be used?

A. Treat one comment as proof of universal opinion

B. Discard criticism because attendance was high

C. Change the entire program without reviewing evidence

D. Record the specific feedback and compare it with the program goal

96. In a scenario set at a public library meeting room, two patrons request the same limited service at once. What should guide the order?

A. The published process, urgency, and equitable service standard

B. Which patron appears more familiar to staff

C. Which patron asks more loudly

D. Which request is easiest to finish

97. As part of routine work in a telephone reference line, a patron asks about a sensitive personal topic. What communication style is best?

A. Ask unnecessary personal questions in public

B. Make assumptions about the patron's situation

C. Refuse to discuss any sensitive topic

D. Use privacy, neutral language, and a focused reference interview

98. While assisting the public from a library consortium help desk, a patron enters incorrect information on a form. What should the trainee do?

A. Submit the form with guessed information

B. Announce the mistake to nearby patrons

C. Point out the issue respectfully and explain how to correct it

D. Erase the form without explaining the problem

99. During a supervised assignment in a library collection workroom, a patron is ready to end a reference interaction. What should the trainee confirm?

A. The patron has a usable next step and knows where to return

B. That the patron agrees with every staff opinion

C. That the patron accepts the first source offered

D. That the interaction lasted a specific number of minutes

100. A trainee working in a new trainee orientation session learns that a patron thanks the trainee but still appears uncertain about the next step. What is best?

A. End the interaction immediately because thanks were offered

B. Invite a brief confirmation and restate the available next step

C. Add several unrelated resources without checking the need

D. Assume uncertainty means the patron rejected the assistance

Practice Exam 19: Answer Key and Explanations

1. B — Check the source's authority, purpose, and supporting evidence. The reason is the position of a result does not establish its quality. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

2. A — Compare the conflicting information with the authorized source. The reason is the discrepancy must be checked before a conclusion is made. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

3. D — Identify the immediate risk and preserve the relevant facts. The reason is priority questions depend on risk and sequence rather than courtesy alone. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

4. C — The request should be clarified before selecting a specialized response. The reason is missing intent makes a confident specialized answer premature. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

5. B — The resource's availability needs verification before promising access. The reason is one statement does not resolve the location discrepancy. Other choices miss a controlling fact or assume

unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

6. C — Choose the option with the closest fit to the question. The reason is best-answer items reward relevance to the stated task. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

7. A — The flyer may have contributed, but other causes remain possible. The reason is a change occurring after an action does not prove sole causation. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

8. D — That search attempt did not produce the needed result. The reason is one failed search is narrower than a conclusion about the whole system. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

9. B — Verify the item and transaction record before changing status. The reason is transaction discrepancies require verification and an authorized correction. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

10. D — Identify the choice that does not fit the stated rule. The reason is the qualifier changes the task from selecting a match to finding an exception. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

11. C — Apply the rule in light of the specific safety fact. The reason is specific facts can change the priority of an otherwise routine process. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

12. A — The verified transaction number. The reason is verifiable records are stronger than impressions or emotional emphasis. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

13. B — Document the observable error without assigning an unsupported motive. The reason is intent requires evidence that the scenario does not provide. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

14. C — The log records several complaints that require pattern review. The reason is the record supports review but not an exaggerated generalization. Other choices miss a controlling fact or assume

unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

15. D — The purpose, authority, currency, and relevance of each source. The reason is source quality depends on fit and evidence rather than appearance. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

16. A — Treat the added deadline as an unsupported assumption. The reason is an answer cannot rely on facts absent from the stem. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

17. B — Ask a focused clarifying question before narrowing the search. The reason is clarification improves both relevance and efficient use of resources. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

18. A — The time, observable action, response, and notification. The reason is neutral documentation separates observed facts from speculation. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

19. C — Preserve the facts and refer the matter through the proper channel. The reason is authority limits remain relevant even when an outcome seems helpful. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

20. D — Choose a reversible, authorized step that preserves later choices. The reason is a reversible step limits harm while more information is obtained. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

21. C — Whether a relevant policy or factual difference explains the outcomes. The reason is consistency requires comparable treatment while allowing justified distinctions. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

22. B — The exception when the stated facts meet its conditions. The reason is an explicit exception is part of the facts controlling the decision. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

23. A — The resource was not found using that search approach. The reason is absence from one result set does not prove universal absence. Other choices miss a controlling fact or assume unstated

permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

24. D — Record the disagreement and seek corroborating information. The reason is conflicting reports call for careful corroboration rather than guesswork. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

25. D — Compare each choice with the exact facts and qualifier. The reason is rechecking fit is more reliable than using superficial answer cues. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

26. B — Secure the session according to the library's workstation procedure. The reason is public devices require protection of the previous user's information. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

27. C — Verify the access path and the reported error without requesting a password. The reason is remote access problems should be diagnosed without collecting secret credentials. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

28. A — Show how to add relevant terms or filters. The reason is search refinement improves discovery without changing shared records. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

29. D — Preserve the transaction details and follow the outage procedure. The reason is continuity depends on accurate temporary information and controlled follow-up. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

30. A — Confirm the source and use the authorized correction process. The reason is metadata corrections require verification and controlled editing. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

31. C — Explain the approved authentication steps and where to get help. The reason is clear authorized steps protect both access and account security. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

32. B — Do not open it and report it through the technology procedure. The reason is unknown attachments can create security risks and require controlled handling. Other choices miss a controlling

fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

33. C — Explore an authorized accessible alternative or accommodation path. The reason is service quality includes reducing documented access barriers. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

34. A — Record the error and consult the designated support process. The reason is documented escalation reduces repeated errors and protects records. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

35. D — Use role-based permissions and the approved access process. The reason is permissions should match job responsibility and privacy needs. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

36. B — How the filter changes the result set and how to broaden it. The reason is understanding filters supports independent and accurate searching. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

37. D — Protect the information and follow the workstation cleanup procedure. The reason is visible personal information creates an immediate privacy concern. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

38. A — Confirm authorization and escalate the change through procedure. The reason is production changes can affect many users and require control. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

39. B — Explain the affected service and provide approved alternatives. The reason is accurate communication supports service continuity without speculation. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

40. C — Verify identity and follow the authorized record-merging process. The reason is record matching can affect privacy and service history. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

41. A — Check the source data, calculations, and reporting period. The reason is reports are reliable only when inputs and scope are checked. Other choices miss a controlling fact or assume unstated

permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

42. C — Avoid the link and report the message as suspicious. The reason is unexpected credential requests are a security warning. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

43. D — End the session and remove the patron's account information. The reason is shared devices require a clean handoff between users. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

44. B — Test essential functions and document user-impacting changes. The reason is controlled testing connects interface changes to service impact. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

45. A — Secure or remove the document under the print procedure. The reason is uncollected printouts can expose private information. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

46. D — Verify the current destination and update the authorized resource. The reason is referrals depend on current, accurate destinations. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

47. C — Ranking is not the same as authority or relevance. The reason is users need help interpreting results rather than merely receiving them. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

48. B — Teach the search steps while providing appropriate assistance. The reason is instruction should support user independence and proper access. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

49. C — Refuse sharing; direct the request to support. The reason is passwords are personal security controls, not shared shortcuts. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

50. A — Use documented guidance or escalate rather than improvise risky changes. The reason is controlled learning protects service while building competence. Other choices miss a controlling fact or

assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

51. D — Collection policy, user need, authority, currency, and access. The reason is collection decisions should connect mission, evidence, and community need. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

52. B — Authority control and consistent access points. The reason is consistent forms help users find related works together. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

53. C — The classification notation and the library's shelf arrangement. The reason is location depends on the library's organizing system. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

54. D — Check the call number, item record, and local shelving practice. The reason is repeated misfiling can reflect a record or arrangement problem. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

55. A — Evaluate its mission value rather than circulation alone. The reason is collection value includes community significance and uniqueness. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

56. B — Verify the publication information before updating the record. The reason is serial control depends on accurate publication history. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

57. C — An authorized interlibrary-loan or resource-sharing request. The reason is cooperative borrowing extends access through established procedures. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

58. A — The student's purpose, level, scope, and source reliability. The reason is resource fit depends on user need and information quality. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

59. D — A primary source connected directly to the event. The reason is primary sources provide direct or near-direct evidence for inquiry. Other choices miss a controlling fact or assume unstated permission.

This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

60. B — Current, authoritative information appropriate to the user's purpose. The reason is currency and authority are especially important for changing subjects. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

61. A — Accessible formats and the library's accommodation procedures. The reason is format choice can determine whether access is genuinely usable. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

62. C — Provenance, permissions, condition, and local significance. The reason is local materials need context and responsible stewardship. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

63. D — Assess condition and follow preservation or supervised-use procedures. The reason is preservation balances access with protection of the resource. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

64. B — The item record, shelving sequence, holds, and recent handling. The reason is a controlled search uses records and likely locations. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

65. A — Return it correctly and note the recurring problem. The reason is accurate arrangement supports discovery and inventory. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

66. B — Verify the identifier from a reliable source before adding it. The reason is identifiers must match the specific resource and edition. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

67. C — The users, policy, currency, format, and available access. The reason is selection is a multi-factor service decision. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

68. D — Use related terms and authorized search paths to improve discovery. The reason is controlled vocabulary and user language can work together. Other choices miss a controlling fact or assume

unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

69. D — Listen respectfully and explain the established review process. The reason is a consistent challenge process protects fairness and accountability. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

70. C — Evaluate currency and replace or withdraw through policy. The reason is weeding and replacement should be systematic and mission-based. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

71. B — Recheck the count and reconcile discrepancies through procedure. The reason is inventory accuracy depends on verification and traceable correction. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

72. A — Authority, relevance, accessibility, stability, and rights information. The reason is open access does not eliminate the need for evaluation. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

73. A — Consider language access, community input, and usable formats. The reason is responsive planning connects resources to the community served. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

74. C — Materials and information that directly support the program goal. The reason is displays work best when they guide users toward a purpose. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

75. D — Respect the note and refer questions through the authorized process. The reason is rights information can affect how a resource may be used. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

76. B — Ask clarifying questions about the goal and desired information. The reason is a reference interview turns a broad request into a workable need. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

77. A — Protect the information and explain the authorized privacy process. The reason is circulation information requires controlled disclosure. Other choices miss a controlling fact or assume unstated

permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

78. C — Acknowledge the difficulty and propose a focused next step. The reason is empathy paired with a concrete next step supports service recovery. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

79. B — Listen, explain the applicable limit, and identify an available option. The reason is respectful explanation can preserve trust without abandoning procedure. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

80. D — Provide a clear referral while sharing appropriate library assistance. The reason is a referral should be accurate, useful, and within role. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

81. B — Follow the accommodation process and seek authorized assistance. The reason is access needs should be handled respectfully and through procedure. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

82. D — Explain the limit and offer any authorized alternative. The reason is consistent boundaries protect both fairness and service. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

83. C — The library's privacy policy and the person's authorized access. The reason is privacy questions require policy-based authorization rather than assumption. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

84. A — Use available language-access resources and confirm understanding. The reason is language access supports accurate and dignified service. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

85. D — Clarify the concern and apply the same space-use standard. The reason is neutral fact-finding supports fair application of rules. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

86. B — Acknowledge waiting patrons and manage the service flow. The reason is communication and triage protect service for everyone. Other choices miss a controlling fact or assume unstated permission.

This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

87. C — Protect people and obtain designated assistance under procedure. The reason is safety takes priority over ordinary customer-service sequencing. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

88. A — Listen, clarify the facts, and identify a corrective next step. The reason is service recovery begins with accurate listening and proportionate action. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

89. B — Explain the reason for the procedure and the available choices. The reason is clear boundaries are more effective when paired with lawful options. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

90. C — Demonstrate the steps while allowing the user to practice. The reason is guided practice supports independence and preserves user control. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

91. A — Explain the form clearly and involve authorized support when needed. The reason is support should protect dignity while respecting the patron's agency. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

92. D — Ask what barrier occurred and document a possible improvement. The reason is specific feedback helps turn access concerns into practical changes. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

93. B — The request, verified facts, action taken, and next step. The reason is complete neutral handoffs reduce repetition and prevent lost details. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

94. C — Remain calm, set respectful limits, and focus on the issue. The reason is calm boundaries can de-escalate ordinary conflict. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

95. D — Record the specific feedback and compare it with the program goal. The reason is feedback is useful when interpreted with purpose and context. Other choices miss a controlling fact or assume

unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

96. A — The published process, urgency, and equitable service standard. The reason is fair triage should be consistent and tied to legitimate need. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

97. D — Use privacy, neutral language, and a focused reference interview. The reason is privacy and neutral clarification support dignified assistance. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step. It also keeps the decision reviewable.

98. C — Point out the issue respectfully and explain how to correct it. The reason is accurate correction protects the patron without causing embarrassment. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

99. A — The patron has a usable next step and knows where to return. The reason is a clear closing supports independence and future access. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.

100. B — Invite a brief confirmation and restate the available next step. The reason is a concise confirmation prevents a polite but incomplete handoff. Other choices miss a controlling fact or assume unstated permission. This response answers the task, protects accuracy, and remains within authority. It is the strongest evidence-based next step.