

PRACTICE EXAM 21: 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. During a supervised assignment in a branch undergoing a system change, 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. Reject the result because online sources are unreliable
- C. Check the source's authority, purpose, and supporting evidence
- D. Recommend it immediately without examining its context

2. A trainee working in a library staff handoff learns that a record and a patron's statement conflict. What should the trainee do first?

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

3. At a county library service point, a question asks for the first step after a routine service error. Which approach is strongest?

- A. Complete every later administrative step immediately
- B. Identify the immediate risk and preserve the relevant facts

- C. Choose the most friendly response without checking facts
- D. Wait until the problem becomes more serious

4. While serving patrons in a downtown public library, a scenario gives too little information to determine a patron's intent. What is the best conclusion?

- A. The request should be clarified before selecting a specialized response
- B. The patron clearly wants the most common resource
- C. The employee should choose the fastest available answer
- D. The request should be declined until a supervisor arrives

5. During a service period at a community learning center, a notice states that a resource is available, but the catalog record shows no location. What follows?

- A. The resource's availability needs verification before promising access
- B. The resource must be on the shelf somewhere
- C. The catalog record can be ignored for urgent requests
- D. The patron should search every shelf independently

6. In a scenario set at a library computer area, 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 with the closest fit to the question
- C. Choose the option requiring the most staff effort
- D. Choose the option containing the most technical language

7. As part of routine work in a circulation service point, a trainee observes that program attendance rose after a new flyer was posted. What conclusion is justified?

- A. The flyer definitely caused the entire increase

- B. The program is now permanently successful
- C. The earlier promotion was proven ineffective
- D. The flyer may have contributed, but other causes remain possible

8. While assisting the public from a busy weekend branch, 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 search attempt did not produce the needed result
- D. That the database should be removed

9. During a supervised assignment in a multilingual service setting, 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. A trainee working in a library makerspace learns that a question includes the word except. How should the trainee read the choices?

- A. Identify the choice that does not fit the stated rule
- B. Select the choice that sounds most familiar
- C. Ignore the qualifier and choose the first true statement
- D. Treat every choice as equally correct

11. At a public access computer station, 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. Ask the patron to decide which rule applies
- D. Apply the rule in light of the specific safety fact

12. While serving patrons in a library partnership event, a report contains an exact date, a vague impression, and a verified transaction number. Which is strongest evidence?

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

13. During a service period at a neighborhood public library, 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. Remove the patron from service automatically
- C. Document the observable error without assigning an unsupported motive
- D. Treat the error as proof of misconduct

14. In a scenario set at a suburban branch library, 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 complainants are all mistaken
- D. The log records several complaints that require pattern review

15. As part of routine work in a library outreach table, 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 purpose, authority, currency, and relevance of each source
- C. The source that appears first in a search
- D. The source with the most colorful design

16. While assisting the public from a shared library service desk, 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. During a supervised assignment in a youth services area, a patron's description is broad enough to support several subjects. What is the best response?

- A. Select the most popular subject automatically
- B. Search one subject and stop after the first result
- C. Ask a focused clarifying question before narrowing the search
- D. Tell the patron to return with a complete citation

18. A trainee working in a temporary outreach location learns that 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. At a public library meeting room, 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. Ask the patron to authorize the action
- D. Preserve the facts and refer the matter through the proper channel

20. While serving patrons in a telephone reference line, a question asks for the least harmful action during uncertainty. Which option fits?

- A. Take an irreversible action before checking the facts
- B. Choose a reversible, authorized step that preserves later choices
- C. Delay all service until complete certainty is possible
- D. Choose the option that creates the most public attention

21. During a service period at a library consortium help desk, a trainee sees that two similar patrons received different answers. What should be examined?

- A. Whether a relevant policy or factual difference explains the outcomes
- B. Which patron complained more loudly
- C. Whether one patron is more familiar to staff
- D. Whether the difference can be hidden from review

22. In a scenario set at a library collection workroom, 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. As part of routine work in a new trainee orientation session, a resource is absent from a search result. What may be concluded?

- A. The resource does not exist anywhere
- B. The library never owned the resource
- C. The resource was not found using that search approach
- D. The catalog is inaccurate in every area

24. While assisting the public from a small municipal library, 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. During a supervised assignment in a rural library branch, 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. A trainee working in a public reference desk learns that a patron leaves a public workstation without signing out. What should the trainee do?

- A. Secure the session according to the library's workstation procedure
- B. Read the open account to identify the patron
- C. Leave the session open for the next user
- D. Copy the account information into a personal note

27. At a local history room, 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. Verify the access path and the reported error without requesting a password
- C. Assume the database subscription has ended
- D. Tell the patron to use an unrelated website

28. While serving patrons in a library training session, a catalog search returns too many results. Which assistance is most useful?

- A. Delete broad records from the catalog
- B. Tell the patron to open every result
- C. Show how to add relevant terms or filters
- D. Replace the search with a staff-only query

29. During a service period at a quiet weekday service period, a library system outage interrupts a transaction. What should happen first?

- A. Repeat the transaction until the system responds
- B. Preserve the transaction details and follow the outage procedure
- C. Erase the patron's request to avoid a backlog
- D. Promise that the system will be repaired immediately

30. In a scenario set at a library email help channel, a trainee notices a bibliographic record contains an obvious error. What is appropriate?

- A. Edit every related record immediately
- B. Ignore the error because users rarely notice records
- C. Delete the record and recreate it from memory
- D. Confirm the source and use the authorized correction process

31. As part of routine work in a community reading program, a patron needs remote access but is unsure which login method applies. What should the trainee do?

- A. Explain the approved authentication steps and where to get help
- B. Ask the patron to share credentials by email
- C. Disable authentication for convenience
- D. Create a personal workaround outside library systems

32. While assisting the public from a branch undergoing a system change, 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. Forward it to several staff members
- C. Do not open it and report it through the technology procedure
- D. Save it to a shared public folder

33. During a supervised assignment in a library staff handoff, 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. Explore an authorized accessible alternative or accommodation path
- C. Change the file without checking permissions
- D. End the interaction because format is the patron's problem

34. A trainee working in a county library service point learns that 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. At a downtown public library, 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. While serving patrons in a community learning center, 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. That every filter should remain active
- C. How the filter changes the result set and how to broaden it
- D. That staff should search without telling the patron how

37. During a service period at a library computer area, 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. Protect the information and follow the workstation cleanup procedure
- D. Photograph the screen for documentation

38. In a scenario set at a circulation service point, 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. As part of routine work in a busy weekend branch, the library network becomes unavailable while several users are working. What is useful communication?

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

40. While assisting the public from a multilingual service setting, a staff report includes duplicate patron entries. What should happen before merging records?

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

41. During a supervised assignment in a library makerspace, a trainee prepares a usage report from a spreadsheet. Which practice improves accuracy?

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

42. A trainee working in a public access computer station learns that a message asks a staff member to confirm a password through an unfamiliar link. What is the best response?

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

43. At a library partnership event, 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. End the session and remove the patron's account information
- C. Leave the account active for the next user
- D. Copy the account details into the device notes

44. While serving patrons in a neighborhood public library, 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. Tell patrons to discover the changes themselves
- C. Test essential functions and document user-impacting changes
- D. Reject all updates without evaluating them

45. During a service period at a suburban branch library, a printer queue contains a patron's sensitive document. What is the safest step?

- A. Read the document to identify its owner
- B. Secure or remove the document under the print procedure
- C. Leave it until the printer is next used
- D. Post it at the service desk

46. In a scenario set at a library outreach table, a staff-created link sends patrons to an outdated page. What should happen?

- A. Verify the current destination and update the authorized resource
- B. Keep the link because it once worked
- C. Replace it with an unverified search result
- D. Tell patrons to guess the new address

47. As part of routine work in a shared library service desk, 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. Search engines remove the need for source evaluation
- D. Ranking is not the same as authority or relevance

48. While assisting the public from a youth services area, 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. Complete the entire assignment without explanation
- C. Teach the search steps while providing appropriate assistance
- D. Change the patron's account to staff access

49. During a supervised assignment in a temporary outreach location, a trainee is asked for another employee's system password. What should the trainee do?

- A. Refuse sharing; direct the request to support
- B. Share it privately to save time
- C. Write it on a public note
- D. Reset it without permission

50. A trainee working in a public library meeting room learns that a new software feature is unfamiliar during a busy service period. What is the safest response?

- A. Experiment on a patron's live account
- B. Disable the entire system immediately
- C. Tell users the feature has no purpose
- D. Use documented guidance or escalate rather than improvise risky changes

51. At a telephone reference line, 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. Collection policy, user need, authority, currency, and access
- D. The employee's personal preference alone

52. While serving patrons in a library consortium help desk, 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. During a service period at a library collection workroom, 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. In a scenario set at a new trainee orientation session, 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. As part of routine work in a small municipal library, a title has low circulation but remains central to local history. What follows?

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

56. While assisting the public from a rural library branch, a serial issue arrives with a changed title and numbering pattern. What should happen?

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

57. During a supervised assignment in a public reference desk, a patron requests a book the library does not own. What service may help?

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

58. A trainee working in a local history room learns that a student needs an overview source for a new topic. What should guide selection?

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

59. At a library training session, a user needs firsthand evidence about an event. Which resource type is most relevant?

- A. A later summary with no cited evidence
- B. A primary source connected directly to the event
- C. An advertisement unrelated to the event
- D. A general index without linked material

60. While serving patrons in a quiet weekday service period, a health information request concerns a rapidly changing topic. What matters most?

- A. An old source chosen because it is familiar
- B. A source with no author or date
- C. A summary copied from an unknown site
- D. Current, authoritative information appropriate to the user's purpose

61. During a service period at a library email help channel, a patron cannot use the standard print format comfortably. What should collection work consider?

- A. Whether every patron should use the same format
- B. Whether the patron can borrow nothing
- C. Whether the format is attractive to staff
- D. Accessible formats and the library's accommodation procedures

62. In a scenario set at a community reading program, a community member offers an oral history item for local collection consideration. What should staff document?

- A. Provenance, permissions, condition, and local significance
- B. Only the donor's name and a guessed date
- C. A promise that the item will be displayed
- D. The item without any handling or rights record

63. As part of routine work in a branch undergoing a system change, a fragile item is requested for routine handling. What is the best response?

- A. Place it on open display without protection
- B. Assess condition and follow preservation or supervised-use procedures
- C. Repair it with any available adhesive
- D. Refuse every request without offering alternatives

64. While assisting the public from a library staff handoff, a returned item is marked available but cannot be found. What should staff check?

- A. The patron's personal credibility
- B. Every item in the building without a plan
- C. The item record, shelving sequence, holds, and recent handling
- D. The title's popularity only

65. During a supervised assignment in a county library service point, shelf reading reveals a book in the wrong sequence. What is appropriate?

- A. Discard it because it was misfiled
- B. Return it correctly and note the recurring problem
- C. Change its classification without review
- D. Hide it in a staff-only area

66. A trainee working in a downtown public library learns that a bibliographic record lacks an important identifier. What should the trainee do?

- A. Invent an identifier from the call number
- B. Copy an identifier from an unrelated edition
- C. Delete the whole record
- D. Verify the identifier from a reliable source before adding it

67. At a community learning center, 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. While serving patrons in a library computer area, a subject heading does not match the user's everyday term. What assistance is useful?

- A. Use related terms and authorized search paths to improve discovery
- B. Tell the user the everyday term is incorrect
- C. Remove the subject heading from the record
- D. Search only the exact phrase first given

69. During a service period at a circulation service point, 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. In a scenario set at a busy weekend branch, 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. Evaluate currency and replace or withdraw through policy
- C. Withdraw every item without checking use or alternatives
- D. Move the materials to a hidden shelf

71. As part of routine work in a multilingual service setting, an inventory count differs from the item records. What should happen?

- A. Change all records to match the first count
- B. Blame the last employee who handled items
- C. Recheck the count and reconcile discrepancies through procedure
- D. Discard the discrepancy list

72. While assisting the public from a library makerspace, 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. During a supervised assignment in a public access computer station, a program serves multilingual families. What resource planning is most appropriate?

- A. Offer only materials in the staff's preferred language
- B. Consider language access, community input, and usable formats
- C. Assume one translated flyer solves every barrier
- D. Avoid multilingual materials because demand is uncertain

74. A trainee working in a library partnership event learns that a display promotes a new program. Which resource choice is strongest?

- A. Materials and information that directly support the program goal
- B. Unrelated items selected only for bright covers
- C. The most expensive resources in the building
- D. Items chosen without considering audience or accessibility

75. At a neighborhood public library, 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. Respect the note and refer questions through the authorized process
- D. Promise permission without checking the rights information

76. While serving patrons in a suburban branch library, 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. Give a single link and end the interaction
- C. Tell the patron to search without assistance
- D. Ask clarifying questions about the goal and desired information

77. During a service period at a library outreach table, a person asks what another patron has borrowed. What is the best response?

- A. Provide the information if the request sounds friendly
- B. Confirm only the title and not the patron's name
- C. Ask nearby patrons whether they know
- D. Protect the information and explain the authorized privacy process

78. In a scenario set at a shared library service desk, 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. As part of routine work in a youth services area, a patron complains that a policy is inconvenient. What should the trainee do?

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

80. While assisting the public from a temporary outreach location, a question requires expertise outside the trainee's role. What is best?

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

81. During a supervised assignment in a public library meeting room, a patron requests an accommodation for using a service point. What should happen?

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

82. A trainee working in a telephone reference line learns that 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. Explain the limit and offer any authorized alternative
- D. Ask another patron to approve the exception

83. At a library consortium help desk, a parent asks for details about an older child's library activity. What should guide the response?

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

84. While serving patrons in a library collection workroom, a patron has limited English proficiency and needs reference help. What is most appropriate?

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

85. During a service period at a new trainee orientation session, 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. Clarify the concern and apply the same space-use standard
- C. Tell the complainant to handle it personally
- D. Ignore the report because shared spaces are informal

86. In a scenario set at a small municipal library, 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. As part of routine work in a rural library branch, 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. While assisting the public from a public reference desk, 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. During a supervised assignment in a local history room, 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. A trainee working in a library training session learns that 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. Change system settings without explaining them
- D. Demonstrate the steps while allowing the user to practice

91. At a quiet weekday service period, a vulnerable patron appears confused about a service form. What should the trainee do?

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

92. While serving patrons in a library email help channel, an outreach participant says the program is difficult to access. What should staff do?

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

93. During a service period at a community reading program, a service issue must be handed to another employee. What information is most useful?

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

94. In a scenario set at a branch undergoing a system change, 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. Remain calm, set respectful limits, and focus on the issue
- C. End the conversation without explaining why
- D. Promise whatever outcome will quiet the person

95. As part of routine work in a library staff handoff, 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. Record the specific feedback and compare it with the program goal
- D. Change the entire program without reviewing evidence

96. While assisting the public from a county library service point, 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. During a supervised assignment in a downtown public library, 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. A trainee working in a community learning center learns that a patron enters incorrect information on a form. What should the trainee do?

- A. Point out the issue respectfully and explain how to correct it
- B. Submit the form with guessed information
- C. Announce the mistake to nearby patrons
- D. Erase the form without explaining the problem

99. At a library computer area, a patron is ready to end a reference interaction. What should the trainee confirm?

- A. That the patron agrees with every staff opinion
- B. The patron has a usable next step and knows where to return
- C. That the patron accepts the first source offered
- D. That the interaction lasted a specific number of minutes

100. While serving patrons in a circulation service point, 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. Add several unrelated resources without checking the need
- C. Invite a brief confirmation and restate the available next step
- D. Assume uncertainty means the patron rejected the assistance

Practice Exam 21: Answer Key and Explanations

1. C — 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. D — 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. B — 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. A — 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. A — 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. B — 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. D — 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. C — 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. A — 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. D — 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. C — 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. C — 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. D — 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. B — 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. C — 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. D — 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. B — 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. A — 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. C — 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. A — 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. B — 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. C — 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. B — 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. D — 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. A — 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. C — 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. B — 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. C — 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. C — 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. D — 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. B — 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. D — 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. A — 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. B — 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. C — 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. B — 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. A — 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. D — 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. C — 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. A — 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. D — 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. C — 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. B — 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. A — 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. A — 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. C — 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. B — 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. D — 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. D — 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. A — 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. B — 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. C — 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. B — 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. D — 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. A — 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. B — 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. C — 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. B — 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. A — 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. C — 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. D — 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. D — 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. A — 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. B — 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. D — 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. C — 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. A — 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. D — 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. B — 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. D — 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. C — 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. A — 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. D — 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. B — 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. C — 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. A — 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. B — 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. C — 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.