PRACTICE EXAM 6: LIBRARY ASSISTANT SIMULATION (100 QUESTIONS)

This practice exam contains 100 questions covering common U.S. Library Assistant civil-service topics. It is a general preparation format, not a claim about every local examination. The current local announcement controls timing, scoring, eligibility, accommodations, and procedures. Select the best answer for each question.

1. Which choice is most consistent with professional public access practice when a requested item is not immediately visible and the employee must balance helpfulness with a stated policy?

A. Clarify the need and offer an authorized search or hold
B. End the interaction because the item is not visible
C. Promise that the item will arrive immediately
D. Suggest that the customer search every shelf alone

2. Which action best applies collection formats when a customer asks whether a resource is available in another form and the service point is busy but no emergency is present?

A. Assume every format has identical access rules
B. Recommend a format without checking its record
C. Treat digital resources as unrelated to the library
D. Check the catalog and explain the available format options

3. Which response most clearly demonstrates sound shelf reading practice when nearby items appear out of sequence and another employee may need to continue the work later?

A. Arrange items by color or physical size
B. Move the entire section without checking labels
C. Compare call numbers and correct the placement when authorized

D. Leave the items because customers can still browse

4. For practice set 6, In this library setting, what is the strongest first step concerning material condition when an item appears damaged during routine handling and the customer wants a quick answer and several people are waiting?

A. Hide the damage so the item can circulate
B. Follow the local damage and reporting procedure
C. Discard the item without authorization
D. Blame the last customer without evidence

5. Which choice is most consistent with professional collection maintenance practice when a shelf has a gap and the catalog status is unclear and the request involves a public space or a shared record?

A. Fill the gap with a nearby unrelated item
B. Check the record and route the unresolved item through the local process
C. Mark the item missing without checking
D. Tell the customer that the record is always correct

6. Which action best applies weeding awareness when an older title appears rarely used and the customer has used the library before but is unsure of this process?

A. Remove it solely because it is old
B. Keep it solely because it is old
C. Ask a customer to decide its official status
D. Apply the library policy and refer the disposition decision when required

7. Which response most clearly demonstrates sound shifting practice when shelves must be reorganized to create usable space and the request appears routine but one record detail is unclear?

A. Move items randomly until the space looks even

B. Change call numbers to fit the furniture
C. Follow the approved shifting plan and preserve sequence information
D. Shelve new items without recording the change

8. In this library setting, what is the strongest first step concerning item location when the catalog shows an item in a different location and the employee must balance helpfulness with a stated policy?

A. Verify the location and explain the next search or request step
B. Send the customer to every branch without checking
C. Change the location immediately
D. Assume the item was stolen

9. For practice set 6, Which choice is most consistent with professional public access practice when a requested item is not immediately visible and the service point is busy but no emergency is present?

A. End the interaction because the item is not visible
B. Clarify the need and offer an authorized search or hold
C. Promise that the item will arrive immediately
D. Suggest that the customer search every shelf alone

10. Which action best applies collection formats when a customer asks whether a resource is available in another form and another employee may need to continue the work later?

A. Assume every format has identical access rules
B. Recommend a format without checking its record
C. Check the catalog and explain the available format options
D. Treat digital resources as unrelated to the library

11. Which response most clearly demonstrates sound shelf reading practice when nearby items appear out of sequence and the customer wants a quick answer and several people are waiting?

A. Arrange items by color or physical size
B. Move the entire section without checking labels
C. Leave the items because customers can still browse
D. Compare call numbers and correct the placement when authorized

12. In this library setting, what is the strongest first step concerning material condition when an item appears damaged during routine handling and the request involves a public space or a shared record?

A. Follow the local damage and reporting procedure
B. Hide the damage so the item can circulate
C. Discard the item without authorization
D. Blame the last customer without evidence

13. Which choice is most consistent with professional collection maintenance practice when a shelf has a gap and the catalog status is unclear and the customer has used the library before but is unsure of this process?

A. Check the record and route the unresolved item through the local process
B. Fill the gap with a nearby unrelated item
C. Mark the item missing without checking
D. Tell the customer that the record is always correct

14. For practice set 6, Which action best applies weeding awareness when an older title appears rarely used and the request appears routine but one record detail is unclear?

A. Remove it solely because it is old
B. Apply the library policy and refer the disposition decision when required
C. Keep it solely because it is old
D. Ask a customer to decide its official status

15. Which response most clearly demonstrates sound shifting practice when shelves must be reorganized to create usable space and the employee must balance helpfulness with a stated policy?

A. Move items randomly until the space looks even
B. Change call numbers to fit the furniture
C. Follow the approved shifting plan and preserve sequence information
D. Shelve new items without recording the change

16. In this library setting, what is the strongest first step concerning identity verification when a person asks for account information at a busy desk and the request involves a public space or a shared record?

A. Read the account aloud to save time
B. Give the details to anyone who knows the name
C. Ask another customer to confirm the identity
D. Verify identity before disclosing protected account details

17. Which choice is most consistent with professional checkout accuracy practice when an item and its record do not match at checkout and the customer has used the library before but is unsure of this process?

A. Complete the transaction and fix it later
B. Pause and resolve the discrepancy through the approved procedure
C. Use a similar barcode without checking
D. Tell the customer the system is always wrong

18. Which action best applies returns when a returned item does not post correctly and the request appears routine but one record detail is unclear?

A. Preserve the item details and route the record correction through procedure
B. Place it back on the shelf without checking
C. Charge the customer automatically
D. Delete the transaction without documentation

19. For practice set 6, Which response most clearly demonstrates sound renewals practice when a customer asks to extend an item that may have a restriction and the employee must balance helpfulness with a stated policy?

A. Promise a renewal for every item
B. Refuse every renewal without checking
C. Change the due date manually
D. Check eligibility and explain the available renewal route

20. In this library setting, what is the strongest first step concerning holds when a customer asks why a requested item is not ready and the service point is busy but no emergency is present?

A. Guarantee that it will be ready today
B. Cancel the hold to remove the question
C. Check the hold status and explain the next realistic step
D. Tell the customer to keep checking without details

21. Which choice is most consistent with professional fees and overdue items practice when a customer disputes a charge and another employee may need to continue the work later?

A. Remove the charge immediately for everyone
B. Argue that the charge is always correct
C. Ignore the concern until closing
D. Review the record and apply the documented adjustment or referral process

22. Which action best applies lost or damaged materials when a customer reports that an item was lost and the customer wants a quick answer and several people are waiting?

A. Explain the applicable process and document the report accurately
B. Mark the item returned without receiving it
C. Tell the customer to replace it with any book
D. Discuss the account where others can hear

23. Which response most clearly demonstrates sound account updates practice when a customer needs to correct contact information and the request involves a public space or a shared record?

A. Change every field without confirmation
B. Verify the account and update only the authorized fields
C. Use information from a bystander
D. Refuse all updates after the first error

24. For practice set 6, In this library setting, what is the strongest first step concerning identity verification when a person asks for account information at a busy desk and the customer has used the library before but is unsure of this process?

A. Read the account aloud to save time
B. Give the details to anyone who knows the name
C. Verify identity before disclosing protected account details
D. Ask another customer to confirm the identity

25. Which choice is most consistent with professional checkout accuracy practice when an item and its record do not match at checkout and the request appears routine but one record detail is unclear?

A. Pause and resolve the discrepancy through the approved procedure
B. Complete the transaction and fix it later
C. Use a similar barcode without checking
D. Tell the customer the system is always wrong

26. Which action best applies returns when a returned item does not post correctly and the employee must balance helpfulness with a stated policy?

A. Place it back on the shelf without checking
B. Preserve the item details and route the record correction through procedure

C. Charge the customer automatically
D. Delete the transaction without documentation

27. Which response most clearly demonstrates sound renewals practice when a customer asks to extend an item that may have a restriction and the service point is busy but no emergency is present?

A. Promise a renewal for every item
B. Refuse every renewal without checking
C. Change the due date manually
D. Check eligibility and explain the available renewal route

28. In this library setting, what is the strongest first step concerning holds when a customer asks why a requested item is not ready and another employee may need to continue the work later?

A. Guarantee that it will be ready today
B. Cancel the hold to remove the question
C. Check the hold status and explain the next realistic step
D. Tell the customer to keep checking without details

29. For practice set 6, Which choice is most consistent with professional fees and overdue items practice when a customer disputes a charge and the customer wants a quick answer and several people are waiting?

A. Remove the charge immediately for everyone
B. Argue that the charge is always correct
C. Ignore the concern until closing
D. Review the record and apply the documented adjustment or referral process

30. Which action best applies lost or damaged materials when a customer reports that an item was lost and the request involves a public space or a shared record?

A. Mark the item returned without receiving it
B. Tell the customer to replace it with any book
C. Explain the applicable process and document the report accurately
D. Discuss the account where others can hear

31. Which response most clearly demonstrates sound bibliographic records practice when a customer asks what information a catalog record provides and the service point is busy but no emergency is present?

A. Explain that the record describes and helps locate a resource
B. Say the record guarantees the item is on the shelf
C. Describe it as a customer complaint log
D. Treat it as a replacement for the physical item

32. In this library setting, what is the strongest first step concerning access points when a search succeeds under one name but not another and another employee may need to continue the work later?

A. Assume the record is invalid
B. Use the available access points and explain the search result
C. Delete the less familiar name
D. Search only by the first word entered

33. Which choice is most consistent with professional subject headings practice when a keyword search returns too many unrelated results and the customer wants a quick answer and several people are waiting?

A. Add random words until one result appears
B. Try a controlled subject term or a more specific search
C. Stop searching because the catalog failed
D. Replace the subject with a personal opinion

34. For practice set 6, Which action best applies classification when two items cover related subjects at different levels and the request involves a public space or a shared record?

A. Arrange them by title length
B. Place both under the broadest number
C. Use the order in which they arrived
D. Compare the classification numbers and place each according to the sequence

35. Which response most clearly demonstrates sound decimal order practice when call numbers share a whole number but differ after the decimal and the customer has used the library before but is unsure of this process?

A. Compare the decimal digits from left to right
B. Compare the decimals as whole numbers
C. Ignore all digits after the first
D. Arrange them by the number of digits

36. In this library setting, what is the strongest first step concerning alphabetical filing when names have similar letters and punctuation and the request appears routine but one record detail is unclear?

A. Use visual size as the tie breaker
B. File the longest name first
C. Apply the local filing rule consistently one character at a time
D. Choose the order that seems most familiar

37. Which choice is most consistent with professional labels and barcodes practice when a label does not match the item record and the employee must balance helpfulness with a stated policy?

A. Cover the label with a new number
B. Use the nearest item number
C. Ignore the mismatch if the title looks right
D. Stop the transaction and report or correct the mismatch through procedure

38. Which action best applies authority control when the same creator appears under inconsistent name forms and the service point is busy but no emergency is present?

A. Create a new form for every searcher
B. Use the authorized form and follow the cataloging workflow
C. Delete all variant forms
D. Use whichever spelling appears first

39. For practice set 6, Which response most clearly demonstrates sound bibliographic records practice when a customer asks what information a catalog record provides and another employee may need to continue the work later?

A. Say the record guarantees the item is on the shelf
B. Describe it as a customer complaint log
C. Explain that the record describes and helps locate a resource
D. Treat it as a replacement for the physical item

40. In this library setting, what is the strongest first step concerning access points when a search succeeds under one name but not another and the customer wants a quick answer and several people are waiting?

A. Use the available access points and explain the search result
B. Assume the record is invalid
C. Delete the less familiar name
D. Search only by the first word entered

41. Which choice is most consistent with professional subject headings practice when a keyword search returns too many unrelated results and the request involves a public space or a shared record?

A. Try a controlled subject term or a more specific search

B. Add random words until one result appears
C. Stop searching because the catalog failed
D. Replace the subject with a personal opinion

42. Which action best applies classification when two items cover related subjects at different levels and the customer has used the library before but is unsure of this process?

A. Arrange them by title length
B. Place both under the broadest number
C. Use the order in which they arrived
D. Compare the classification numbers and place each according to the sequence

43. Which response most clearly demonstrates sound decimal order practice when call numbers share a whole number but differ after the decimal and the request appears routine but one record detail is unclear?

A. Compare the decimals as whole numbers
B. Compare the decimal digits from left to right
C. Ignore all digits after the first
D. Arrange them by the number of digits

44. For practice set 6, In this library setting, what is the strongest first step concerning alphabetical filing when names have similar letters and punctuation and the employee must balance helpfulness with a stated policy?

A. Use visual size as the tie breaker
B. File the longest name first
C. Apply the local filing rule consistently one character at a time
D. Choose the order that seems most familiar

45. Which choice is most consistent with professional labels and barcodes practice when a label does not match the item record and the service point is busy but no emergency is present?

A. Stop the transaction and report or correct the mismatch through procedure
B. Cover the label with a new number
C. Use the nearest item number
D. Ignore the mismatch if the title looks right

46. Which action best applies reference interviews when a customer asks for help with a broad topic and the customer has used the library before but is unsure of this process?

A. Choose a source based on your own interest
B. Give the first result without clarification
C. Ask a focused clarifying question before searching
D. Tell the customer to search alone

47. Which response most clearly demonstrates sound open and closed questions practice when the customer is unsure how to describe the request and the request appears routine but one record detail is unclear?

A. Ask only yes or no questions
B. Begin with an open question and narrow the request as needed
C. Ask for every personal detail first
D. Give a long explanation before listening

48. In this library setting, what is the strongest first step concerning source evaluation when two sources disagree about a topic and the employee must balance helpfulness with a stated policy?

A. Choose the source with the strongest headline
B. Use whichever source appears first
C. Assume both sources are equally reliable
D. Compare authority, currency, purpose, and supporting evidence

49. For practice set 6, Which choice is most consistent with professional referrals practice when the request belongs to a specialist or outside service and the service point is busy but no emergency is present?

A. End the interaction with a department name only
B. Explain the referral and provide the best available next step
C. Pretend to be the specialist
D. Refuse to help because it is outside your role

50. Which action best applies reader advisory when a customer wants a recommendation but gives few details and another employee may need to continue the work later?

A. Recommend the most popular title automatically
B. Assume age or background determines taste
C. Ask about preferences and purpose before suggesting titles
D. Say that recommendations are not library work

51. Which response most clearly demonstrates sound reference interviews practice when a customer asks for help with a broad topic and the customer wants a quick answer and several people are waiting?

A. Ask a focused clarifying question before searching
B. Choose a source based on your own interest
C. Give the first result without clarification
D. Tell the customer to search alone

52. In this library setting, what is the strongest first step concerning open and closed questions when the customer is unsure how to describe the request and the request involves a public space or a shared record?

A. Ask only yes or no questions
B. Ask for every personal detail first
C. Give a long explanation before listening

D. Begin with an open question and narrow the request as needed

53. Which choice is most consistent with professional source evaluation practice when two sources disagree about a topic and the customer has used the library before but is unsure of this process?

A. Compare authority, currency, purpose, and supporting evidence
B. Choose the source with the strongest headline
C. Use whichever source appears first
D. Assume both sources are equally reliable

54. For practice set 6, Which action best applies referrals when the request belongs to a specialist or outside service and the request appears routine but one record detail is unclear?

A. End the interaction with a department name only
B. Pretend to be the specialist
C. Explain the referral and provide the best available next step
D. Refuse to help because it is outside your role

55. Which response most clearly demonstrates sound reader advisory practice when a customer wants a recommendation but gives few details and the employee must balance helpfulness with a stated policy?

A. Recommend the most popular title automatically
B. Assume age or background determines taste
C. Say that recommendations are not library work
D. Ask about preferences and purpose before suggesting titles

56. In this library setting, what is the strongest first step concerning integrated library systems when a transaction error appears in the system and the customer wants a quick answer and several people are waiting?

A. Repeat the transaction indefinitely

B. Confirm the record and follow the approved recovery or escalation step
C. Change unrelated account fields
D. Tell the customer to ignore the record

57. Which choice is most consistent with professional public computers practice when a customer cannot begin a public computer session and the request involves a public space or a shared record?

A. Use your personal credentials
B. Disable the session controls
C. Check the access requirement and provide approved first-line help
D. Promise unlimited time

58. Which action best applies printing and scanning when a customer is unsure where a scanned file was saved and the customer has used the library before but is unsure of this process?

A. Open the file on a personal device
B. Email it to yourself automatically
C. Leave the file on the public desktop
D. Explain the approved save location and privacy considerations

59. For practice set 6, Which response most clearly demonstrates sound licensed resources practice when a customer cannot open a subscribed database and the request appears routine but one record detail is unclear?

A. Check access status and route the technical problem appropriately
B. Copy the entire database for the customer
C. Promise that every resource is free everywhere
D. Disable the access controls

60. In this library setting, what is the strongest first step concerning digital privacy when a customer leaves an account open on a public workstation and the employee must balance helpfulness with a stated policy?

A. Browse the account to learn what happened
B. Use the approved privacy procedure and avoid viewing unnecessary content
C. Share the open screen with coworkers
D. Leave it open for the next customer

61. Which choice is most consistent with professional integrated library systems practice when a transaction error appears in the system and the service point is busy but no emergency is present?

A. Repeat the transaction indefinitely
B. Confirm the record and follow the approved recovery or escalation step
C. Change unrelated account fields
D. Tell the customer to ignore the record

62. Which action best applies public computers when a customer cannot begin a public computer session and another employee may need to continue the work later?

A. Use your personal credentials
B. Disable the session controls
C. Promise unlimited time
D. Check the access requirement and provide approved first-line help

63. Which response most clearly demonstrates sound printing and scanning practice when a customer is unsure where a scanned file was saved and the customer wants a quick answer and several people are waiting?

A. Explain the approved save location and privacy considerations
B. Open the file on a personal device
C. Email it to yourself automatically
D. Leave the file on the public desktop

64. For practice set 6, In this library setting, what is the strongest first step concerning licensed resources when a customer cannot open a subscribed database and the request involves a public space or a shared record?

A. Copy the entire database for the customer
B. Promise that every resource is free everywhere
C. Check access status and route the technical problem appropriately
D. Disable the access controls

65. Which choice is most consistent with professional digital privacy practice when a customer leaves an account open on a public workstation and the customer has used the library before but is unsure of this process?

A. Browse the account to learn what happened
B. Share the open screen with coworkers
C. Leave it open for the next customer
D. Use the approved privacy procedure and avoid viewing unnecessary content

66. Which action best applies active listening when a frustrated customer gives a long explanation and the service point is busy but no emergency is present?

A. Interrupt with a policy citation
B. Agree to every requested outcome
C. Listen, summarize the need, and confirm the next step
D. End the conversation without confirming

67. Which response most clearly demonstrates sound plain language practice when a customer does not understand a library term and another employee may need to continue the work later?

A. Explain the term in clear everyday language
B. Repeat the same jargon more slowly
C. Assume the customer should already know it

D. Use a longer technical explanation

68. In this library setting, what is the strongest first step concerning de-escalation when a customer raises their voice about a service problem and the customer wants a quick answer and several people are waiting?

A. Match the customer’s volume
B. Remain calm, set respectful limits, and address the immediate need
C. Threaten consequences immediately
D. Argue about who is correct

69. For practice set 6, Which choice is most consistent with professional fairness practice when two customers request the same limited service and the request involves a public space or a shared record?

A. Serve the more forceful customer first
B. Apply the same rule and explain the queue or priority process
C. Choose the customer you recognize
D. Create a private exception

70. Which action best applies accessibility when a customer cannot use the standard service route and the customer has used the library before but is unsure of this process?

A. Guess the accommodation without asking
B. Speak only to a companion
C. Require the customer to solve the barrier alone
D. Ask what assistance is needed and offer an approved alternative

71. Which response most clearly demonstrates sound complaints practice when a customer wants to report a service concern and the request appears routine but one record detail is unclear?

A. Delete the complaint after apologizing

B. Promise discipline for another employee
C. Listen, document the relevant facts, and explain the complaint route
D. Tell the customer complaints are unhelpful

72. In this library setting, what is the strongest first step concerning neutral service when a customer requests material you personally dislike and the employee must balance helpfulness with a stated policy?

A. Provide neutral service and follow the established access policy
B. Discourage the request based on preference
C. Hide the material from the customer
D. Require a personal explanation

73. Which choice is most consistent with professional confidentiality practice when a bystander asks what another customer borrowed and the service point is busy but no emergency is present?

A. Answer because the bystander sounds concerned
B. Confirm only the title
C. Decline the disclosure and protect the record
D. Ask the customer to announce the answer

74. For practice set 6, Which action best applies active listening when a frustrated customer gives a long explanation and another employee may need to continue the work later?

A. Listen, summarize the need, and confirm the next step
B. Interrupt with a policy citation
C. Agree to every requested outcome
D. End the conversation without confirming

75. Which response most clearly demonstrates sound plain language practice when a customer does not understand a library term and the customer wants a quick answer and several people are waiting?

A. Repeat the same jargon more slowly
B. Explain the term in clear everyday language
C. Assume the customer should already know it
D. Use a longer technical explanation

76. In this library setting, what is the strongest first step concerning de-escalation when a customer raises their voice about a service problem and the request involves a public space or a shared record?

A. Match the customer’s volume
B. Threaten consequences immediately
C. Argue about who is correct
D. Remain calm, set respectful limits, and address the immediate need

77. Which choice is most consistent with professional fairness practice when two customers request the same limited service and the customer has used the library before but is unsure of this process?

A. Serve the more forceful customer first
B. Choose the customer you recognize
C. Create a private exception
D. Apply the same rule and explain the queue or priority process

78. Which action best applies accessibility when a customer cannot use the standard service route and the request appears routine but one record detail is unclear?

A. Guess the accommodation without asking
B. Speak only to a companion
C. Ask what assistance is needed and offer an approved alternative
D. Require the customer to solve the barrier alone

79. For practice set 6, Which response most clearly demonstrates sound complaints practice when a customer wants to report a service concern and the employee must balance helpfulness with a stated policy?

A. Delete the complaint after apologizing
B. Listen, document the relevant facts, and explain the complaint route
C. Promise discipline for another employee
D. Tell the customer complaints are unhelpful

80. In this library setting, what is the strongest first step concerning neutral service when a customer requests material you personally dislike and the service point is busy but no emergency is present?

A. Provide neutral service and follow the established access policy
B. Discourage the request based on preference
C. Hide the material from the customer
D. Require a personal explanation

81. Which choice is most consistent with professional instructions practice when a procedure contains several ordered steps and the customer has used the library before but is unsure of this process?

A. Follow the stated sequence and verify the final condition
B. Skip directly to the last step
C. Perform the most convenient step first
D. Use memory instead of the written procedure

82. Which action best applies meaning in context when a workplace term has more than one common meaning and the request appears routine but one record detail is unclear?

A. Choose the most familiar dictionary meaning
B. Use the surrounding sentence and task to determine meaning
C. Use the longest definition
D. Ignore the sentence context

83. Which response most clearly demonstrates sound clerical comparison practice when two records look similar but may differ in one field and the employee must balance helpfulness with a stated policy?

A. Compare only the first line
B. Assume similar names mean identical records
C. Rewrite both records from memory
D. Compare the records field by field

84. For practice set 6, In this library setting, what is the strongest first step concerning percent and fee reasoning when a customer asks how a fee or rate was calculated and the service point is busy but no emergency is present?

A. Estimate from the final amount alone
B. Change the rate to make it simpler
C. Identify the base, rate, and authorized rule before explaining
D. Explain a result without checking the rule

85. Which choice is most consistent with professional time and schedules practice when a service deadline overlaps with another task and another employee may need to continue the work later?

A. Choose the task with the nicer description
B. Ignore the deadline until it passes
C. Change the schedule without authority
D. Compare the stated times and prioritize according to procedure

86. Which action best applies instructions when a procedure contains several ordered steps and the customer wants a quick answer and several people are waiting?

A. Follow the stated sequence and verify the final condition
B. Skip directly to the last step
C. Perform the most convenient step first
D. Use memory instead of the written procedure

87. Which response most clearly demonstrates sound meaning in context practice when a workplace term has more than one common meaning and the request involves a public space or a shared record?

A. Choose the most familiar dictionary meaning
B. Use the longest definition
C. Use the surrounding sentence and task to determine meaning
D. Ignore the sentence context

88. In this library setting, what is the strongest first step concerning clerical comparison when two records look similar but may differ in one field and the customer has used the library before but is unsure of this process?

A. Compare only the first line
B. Compare the records field by field
C. Assume similar names mean identical records
D. Rewrite both records from memory

89. For practice set 6, Which choice is most consistent with professional percent and fee reasoning practice when a customer asks how a fee or rate was calculated and the request appears routine but one record detail is unclear?

A. Identify the base, rate, and authorized rule before explaining
B. Estimate from the final amount alone
C. Change the rate to make it simpler
D. Explain a result without checking the rule

90. Which action best applies time and schedules when a service deadline overlaps with another task and the employee must balance helpfulness with a stated policy?

A. Choose the task with the nicer description
B. Ignore the deadline until it passes
C. Compare the stated times and prioritize according to procedure

D. Change the schedule without authority

91. Which response most clearly demonstrates sound hazard recognition practice when a spill appears near a public walkway and the customer wants a quick answer and several people are waiting?

A. Walk past it unless someone falls
B. Protect the area and notify the responsible help
C. Clean it with any nearby chemical
D. Ask a customer to stand guard

92. In this library setting, what is the strongest first step concerning emergency response when an alarm sounds during public service and the request involves a public space or a shared record?

A. Investigate the cause alone
B. Wait for a customer vote
C. Continue routine transactions until told otherwise
D. Follow the facility plan and direct people toward safety

93. Which choice is most consistent with professional incident reporting practice when a conflict ends but follow-up is still needed and the customer has used the library before but is unsure of this process?

A. Record objective facts and notify the designated role
B. Describe motives as facts
C. Discuss the event with everyone nearby
D. Close the matter without a record

94. For practice set 6, Which action best applies chain of command when a request falls outside the normal policy and the request appears routine but one record detail is unclear?

A. Invent an exception to end the discussion
B. Ask the newest employee to decide

C. Document the facts and seek the authorized decision-maker
D. Apply a different rule secretly

95. Which response most clearly demonstrates sound prioritization practice when a routine line and a possible safety issue occur together and the employee must balance helpfulness with a stated policy?

A. Serve the loudest customer first
B. Ignore the hazard until the line ends
C. Close the desk without explanation
D. Address the safety concern while communicating fairly with waiting customers

96. In this library setting, what is the strongest first step concerning hazard recognition when a spill appears near a public walkway and the service point is busy but no emergency is present?

A. Walk past it unless someone falls
B. Protect the area and notify the responsible help
C. Clean it with any nearby chemical
D. Ask a customer to stand guard

97. Which choice is most consistent with professional emergency response practice when an alarm sounds during public service and another employee may need to continue the work later?

A. Investigate the cause alone
B. Wait for a customer vote
C. Follow the facility plan and direct people toward safety
D. Continue routine transactions until told otherwise

98. Which action best applies incident reporting when a conflict ends but follow-up is still needed and the customer wants a quick answer and several people are waiting?

A. Describe motives as facts

B. Record objective facts and notify the designated role

C. Discuss the event with everyone nearby

D. Close the matter without a record

99. For practice set 6, Which response most clearly demonstrates sound chain of command practice when a request falls outside the normal policy and the request involves a public space or a shared record?

A. Invent an exception to end the discussion

B. Ask the newest employee to decide

C. Apply a different rule secretly

D. Document the facts and seek the authorized decision-maker

100. In this library setting, what is the strongest first step concerning prioritization when a routine line and a possible safety issue occur together and the customer has used the library before but is unsure of this process?

A. Address the safety concern while communicating fairly with waiting customers

B. Serve the loudest customer first

C. Ignore the hazard until the line ends

D. Close the desk without explanation

Practice Exam 6: Answer Key and Explanations

1. A — Correct: clarify the need and offer an authorized search or hold. Access improves when the employee identifies the need and gives a realistic route to the resource. The other choices miss the controlling issue by ending service, promising an outcome, or shifting the whole task to the customer. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through.

2. D — Correct: check the catalog and explain the available format options. Format affects discovery, access, equipment needs, and sometimes licensing conditions. The other choices miss the controlling issue by ignoring the record, making an assumption, or separating digital service from library service. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

3. C — Correct: compare call numbers and correct the placement when authorized. Shelf reading restores the sequence that makes materials findable. The other choices miss the controlling issue by using appearance, making an unplanned shift, or accepting an inaccurate location. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

4. B — Correct: follow the local damage and reporting procedure. Condition concerns require consistent handling and an objective record. The other choices miss the controlling issue by concealing the issue, making an unauthorized disposition, or assigning blame without facts. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

5. B — Correct: check the record and route the unresolved item through the local process. Maintenance depends on reconciling the physical item with the record. The other choices miss the controlling issue by substituting a different item, changing status without evidence, or overstating record accuracy. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

6. D — Correct: apply the library policy and refer the disposition decision when required. Weeding uses policy, condition, currency, use, and community context rather than one factor alone. The other choices miss the controlling issue by using age as the only rule, refusing review, or transferring an official decision to a customer. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through.

7. C — Correct: follow the approved shifting plan and preserve sequence information. Shifting is a controlled sequence change that must preserve discoverability. The other choices miss the controlling issue by treating space as the only concern, altering classification, or omitting the needed record update. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

8. A — Correct: verify the location and explain the next search or request step. Location questions require record checking and a proportionate response. The other choices miss the controlling issue by sending the customer without information, editing a record prematurely, or making an unsupported accusation. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

9. B — Correct: clarify the need and offer an authorized search or hold. Access improves when the employee identifies the need and gives a realistic route to the resource. The other choices miss the controlling issue by ending service, promising an outcome, or shifting the whole task to the customer. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through.

10. C — Correct: check the catalog and explain the available format options. Format affects discovery, access, equipment needs, and sometimes licensing conditions. The other choices miss the controlling issue by ignoring the record, making an assumption, or separating digital service from library service.

Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

11. D — Correct: compare call numbers and correct the placement when authorized. Shelf reading restores the sequence that makes materials findable. The other choices miss the controlling issue by using appearance, making an unplanned shift, or accepting an inaccurate location. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

12. A — Correct: follow the local damage and reporting procedure. Condition concerns require consistent handling and an objective record. The other choices miss the controlling issue by concealing the issue, making an unauthorized disposition, or assigning blame without facts. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

13. A — Correct: check the record and route the unresolved item through the local process. Maintenance depends on reconciling the physical item with the record. The other choices miss the controlling issue by substituting a different item, changing status without evidence, or overstating record accuracy. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

14. B — Correct: apply the library policy and refer the disposition decision when required. Weeding uses policy, condition, currency, use, and community context rather than one factor alone. The other choices miss the controlling issue by using age as the only rule, refusing review, or transferring an official decision to a customer. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through.

15. C — Correct: follow the approved shifting plan and preserve sequence information. Shifting is a controlled sequence change that must preserve discoverability. The other choices miss the controlling issue by treating space as the only concern, altering classification, or omitting the needed record update. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

16. D — Correct: verify identity before disclosing protected account details. Identity checks protect confidential records and prevent disclosure by convenience. The other choices miss the controlling issue by public disclosure, informal permission, or asking an unrelated customer to authenticate someone. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

17. B — Correct: pause and resolve the discrepancy through the approved procedure. A checkout record should be accurate before the item leaves the library. The other choices miss the controlling issue by creating a false transaction, substituting an identifier, or making a broad unsupported claim. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

18. A — Correct: preserve the item details and route the record correction through procedure. Return problems can affect availability, fees, and the customer record. The other choices miss the controlling issue by hiding the discrepancy, imposing an unsupported charge, or deleting a record without a controlled correction. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through.

19. D — Correct: check eligibility and explain the available renewal route. Renewal decisions depend on item status, holds, policy, and system information. The other choices miss the controlling issue by making a universal promise, refusing without review, or bypassing the authorized transaction. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

20. C — Correct: check the hold status and explain the next realistic step. Hold service depends on status, queue order, location, and notification procedures. The other choices miss the controlling issue by promising timing, altering the request without authority, or giving no usable information. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

21. D — Correct: review the record and apply the documented adjustment or referral process. A charge dispute needs facts, consistent policy, and authorized action. The other choices miss the controlling issue by creating an exception, refusing to review evidence, or delaying a service issue without reason. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through.

22. A — Correct: explain the applicable process and document the report accurately. Lost-item handling affects inventory, account status, privacy, and replacement rules. The other choices miss the controlling issue by creating a false return, imposing an unrelated replacement, or exposing account information. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

23. B — Correct: verify the account and update only the authorized fields. Accurate contact information supports notices while still requiring identity awareness. The other choices miss the controlling issue by overwriting data, using unauthorized information, or treating one error as a permanent barrier. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

24. C — Correct: verify identity before disclosing protected account details. Identity checks protect confidential records and prevent disclosure by convenience. The other choices miss the controlling issue by public disclosure, informal permission, or asking an unrelated customer to authenticate someone. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

25. A — Correct: pause and resolve the discrepancy through the approved procedure. A checkout record should be accurate before the item leaves the library. The other choices miss the controlling issue by creating a false transaction, substituting an identifier, or making a broad unsupported claim. Library

Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

26. B — Correct: preserve the item details and route the record correction through procedure. Return problems can affect availability, fees, and the customer record. The other choices miss the controlling issue by hiding the discrepancy, imposing an unsupported charge, or deleting a record without a controlled correction. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through.

27. D — Correct: check eligibility and explain the available renewal route. Renewal decisions depend on item status, holds, policy, and system information. The other choices miss the controlling issue by making a universal promise, refusing without review, or bypassing the authorized transaction. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

28. C — Correct: check the hold status and explain the next realistic step. Hold service depends on status, queue order, location, and notification procedures. The other choices miss the controlling issue by promising timing, altering the request without authority, or giving no usable information. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

29. D — Correct: review the record and apply the documented adjustment or referral process. A charge dispute needs facts, consistent policy, and authorized action. The other choices miss the controlling issue by creating an exception, refusing to review evidence, or delaying a service issue without reason. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through.

30. C — Correct: explain the applicable process and document the report accurately. Lost-item handling affects inventory, account status, privacy, and replacement rules. The other choices miss the controlling issue by creating a false return, imposing an unrelated replacement, or exposing account information. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

31. A — Correct: explain that the record describes and helps locate a resource. A bibliographic record supports discovery and management but does not guarantee current availability. The other choices miss the controlling issue by confusing description with availability, a service log, or the resource itself. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

32. B — Correct: use the available access points and explain the search result. Access points provide multiple authorized routes to a record. The other choices miss the controlling issue by declaring the record invalid, deleting data, or refusing to refine the search. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

33. B — Correct: try a controlled subject term or a more specific search. Controlled terms improve consistency and reduce noise in topical searching. The other choices miss the controlling issue by using randomness, abandoning the search, or substituting personal judgment for catalog language. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

34. D — Correct: compare the classification numbers and place each according to the sequence. Classification organizes materials by subject and specificity. The other choices miss the controlling issue by using physical appearance, collapsing distinctions, or substituting arrival order for the system. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

35. A — Correct: compare the decimal digits from left to right. Decimal filing depends on place value rather than string length. The other choices miss the controlling issue by treating decimals as whole numbers, ignoring information, or using digit count as the rule. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

36. C — Correct: apply the local filing rule consistently one character at a time. Alphabetical filing requires a consistent comparison method. The other choices miss the controlling issue by using appearance, length, or personal familiarity instead of the adopted sequence. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

37. D — Correct: stop the transaction and report or correct the mismatch through procedure. Identifiers connect the physical item to the correct record. The other choices miss the controlling issue by creating a new identifier without control, borrowing another item number, or relying only on title appearance. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through.

38. B — Correct: use the authorized form and follow the cataloging workflow. Authority control keeps access points consistent while supporting discovery. The other choices miss the controlling issue by creating uncontrolled variants, deleting useful relationships, or treating first appearance as authority. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

39. C — Correct: explain that the record describes and helps locate a resource. A bibliographic record supports discovery and management but does not guarantee current availability. The other choices miss the controlling issue by confusing description with availability, a service log, or the resource itself. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

40. A — Correct: use the available access points and explain the search result. Access points provide multiple authorized routes to a record. The other choices miss the controlling issue by declaring the record invalid, deleting data, or refusing to refine the search. Library Assistant questions reward

procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

41. A — Correct: try a controlled subject term or a more specific search. Controlled terms improve consistency and reduce noise in topical searching. The other choices miss the controlling issue by using randomness, abandoning the search, or substituting personal judgment for catalog language. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

42. D — Correct: compare the classification numbers and place each according to the sequence. Classification organizes materials by subject and specificity. The other choices miss the controlling issue by using physical appearance, collapsing distinctions, or substituting arrival order for the system. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

43. B — Correct: compare the decimal digits from left to right. Decimal filing depends on place value rather than string length. The other choices miss the controlling issue by treating decimals as whole numbers, ignoring information, or using digit count as the rule. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

44. C — Correct: apply the local filing rule consistently one character at a time. Alphabetical filing requires a consistent comparison method. The other choices miss the controlling issue by using appearance, length, or personal familiarity instead of the adopted sequence. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

45. A — Correct: stop the transaction and report or correct the mismatch through procedure. Identifiers connect the physical item to the correct record. The other choices miss the controlling issue by creating a new identifier without control, borrowing another item number, or relying only on title appearance. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through.

46. C — Correct: ask a focused clarifying question before searching. Clarification identifies the real information need and prevents a mismatched referral. The other choices miss the controlling issue by substituting the employee’s interest, accepting the first result, or abandoning the customer. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

47. B — Correct: begin with an open question and narrow the request as needed. Open questions allow the customer to state purpose and context in their own words. The other choices miss the controlling issue by restricting the answer too early, collecting unnecessary information, or talking before understanding. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through.

48. D — Correct: compare authority, currency, purpose, and supporting evidence. Evaluation requires more than speed or presentation. The other choices miss the controlling issue by judging by headline, search position, or unsupported equivalence. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching. It is stronger than an answer that merely sounds helpful.

49. B — Correct: explain the referral and provide the best available next step. A good referral preserves service continuity without overstating expertise. The other choices miss the controlling issue by giving an incomplete handoff, impersonating expertise, or abandoning the customer. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

50. C — Correct: ask about preferences and purpose before suggesting titles. Reader advisory is strongest when based on the customer's interests and goals. The other choices miss the controlling issue by using popularity alone, stereotyping, or denying a routine service. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

51. A — Correct: ask a focused clarifying question before searching. Clarification identifies the real information need and prevents a mismatched referral. The other choices miss the controlling issue by substituting the employee's interest, accepting the first result, or abandoning the customer. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

52. D — Correct: begin with an open question and narrow the request as needed. Open questions allow the customer to state purpose and context in their own words. The other choices miss the controlling issue by restricting the answer too early, collecting unnecessary information, or talking before understanding. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through.

53. A — Correct: compare authority, currency, purpose, and supporting evidence. Evaluation requires more than speed or presentation. The other choices miss the controlling issue by judging by headline, search position, or unsupported equivalence. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching. It is stronger than an answer that merely sounds helpful.

54. C — Correct: explain the referral and provide the best available next step. A good referral preserves service continuity without overstating expertise. The other choices miss the controlling issue by giving an incomplete handoff, impersonating expertise, or abandoning the customer. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

55. D — Correct: ask about preferences and purpose before suggesting titles. Reader advisory is strongest when based on the customer's interests and goals. The other choices miss the controlling issue by using popularity alone, stereotyping, or denying a routine service. Library Assistant questions reward

procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

56. B — Correct: confirm the record and follow the approved recovery or escalation step. System recovery starts with defining the error and protecting the record. The other choices miss the controlling issue by repeating an unknown action, changing unrelated data, or ignoring a record problem. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

57. C — Correct: check the access requirement and provide approved first-line help. Public workstation help must protect security while addressing the access problem. The other choices miss the controlling issue by sharing credentials, bypassing controls, or promising a resource the employee cannot control. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

58. D — Correct: explain the approved save location and privacy considerations. File handling must balance usability with privacy and local workstation rules. The other choices miss the controlling issue by accessing private content, transferring it without permission, or leaving it exposed. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

59. A — Correct: check access status and route the technical problem appropriately. Licensed resources may have access conditions and technical support paths. The other choices miss the controlling issue by copying protected content, making a broad promise, or bypassing controls. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

60. B — Correct: use the approved privacy procedure and avoid viewing unnecessary content. Privacy protection requires limiting exposure and using the designated cleanup step. The other choices miss the controlling issue by curiosity, unnecessary disclosure, or leaving a live account available. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

61. B — Correct: confirm the record and follow the approved recovery or escalation step. System recovery starts with defining the error and protecting the record. The other choices miss the controlling issue by repeating an unknown action, changing unrelated data, or ignoring a record problem. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

62. D — Correct: check the access requirement and provide approved first-line help. Public workstation help must protect security while addressing the access problem. The other choices miss the controlling issue by sharing credentials, bypassing controls, or promising a resource the employee cannot control. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

63. A — Correct: explain the approved save location and privacy considerations. File handling must balance usability with privacy and local workstation rules. The other choices miss the controlling issue by accessing private content, transferring it without permission, or leaving it exposed. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

64. C — Correct: check access status and route the technical problem appropriately. Licensed resources may have access conditions and technical support paths. The other choices miss the controlling issue by copying protected content, making a broad promise, or bypassing controls. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

65. D — Correct: use the approved privacy procedure and avoid viewing unnecessary content. Privacy protection requires limiting exposure and using the designated cleanup step. The other choices miss the controlling issue by curiosity, unnecessary disclosure, or leaving a live account available. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

66. C — Correct: listen, summarize the need, and confirm the next step. Listening separates the service need from the emotion and reduces misunderstanding. The other choices miss the controlling issue by using policy as a barrier, making promises, or ending without a shared understanding. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

67. A — Correct: explain the term in clear everyday language. Plain language improves access and confirms understanding. The other choices miss the controlling issue by repeating jargon, blaming the customer, or increasing complexity. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching. It is stronger than an answer that merely sounds helpful.

68. B — Correct: remain calm, set respectful limits, and address the immediate need. Calm, bounded communication protects safety and keeps the interaction productive. The other choices miss the controlling issue by escalating emotion, threatening without basis, or turning service into an argument. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

69. B — Correct: apply the same rule and explain the queue or priority process. Fairness requires consistent standards and transparent process. The other choices miss the controlling issue by rewarding force, familiarity, or secret exceptions. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching. It is stronger than an answer that merely sounds helpful.

70. D — Correct: ask what assistance is needed and offer an approved alternative. Respectful access begins with the customer and uses available procedures. The other choices miss the controlling issue by making assumptions, excluding the customer from communication, or treating access as their burden.

Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

71. C — Correct: listen, document the relevant facts, and explain the complaint route. Complaint handling requires respect, accurate routing, and authority boundaries. The other choices miss the controlling issue by erasing feedback, promising an outcome, or dismissing the concern. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

72. A — Correct: provide neutral service and follow the established access policy. Professional neutrality separates personal views from public service. The other choices miss the controlling issue by using personal preference to restrict access or demanding justification. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

73. C — Correct: decline the disclosure and protect the record. Borrowing information can reveal private interests and requires authorized disclosure. The other choices miss the controlling issue by treating concern as permission, confirming partial details, or shifting privacy to the customer. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

74. A — Correct: listen, summarize the need, and confirm the next step. Listening separates the service need from the emotion and reduces misunderstanding. The other choices miss the controlling issue by using policy as a barrier, making promises, or ending without a shared understanding. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

75. B — Correct: explain the term in clear everyday language. Plain language improves access and confirms understanding. The other choices miss the controlling issue by repeating jargon, blaming the customer, or increasing complexity. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching. It is stronger than an answer that merely sounds helpful.

76. D — Correct: remain calm, set respectful limits, and address the immediate need. Calm, bounded communication protects safety and keeps the interaction productive. The other choices miss the controlling issue by escalating emotion, threatening without basis, or turning service into an argument. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

77. D — Correct: apply the same rule and explain the queue or priority process. Fairness requires consistent standards and transparent process. The other choices miss the controlling issue by rewarding force, familiarity, or secret exceptions. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching. It is stronger than an answer that merely sounds helpful.

78. C — Correct: ask what assistance is needed and offer an approved alternative. Respectful access begins with the customer and uses available procedures. The other choices miss the controlling issue by making assumptions, excluding the customer from communication, or treating access as their burden. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

79. B — Correct: listen, document the relevant facts, and explain the complaint route. Complaint handling requires respect, accurate routing, and authority boundaries. The other choices miss the controlling issue by erasing feedback, promising an outcome, or dismissing the concern. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

80. A — Correct: provide neutral service and follow the established access policy. Professional neutrality separates personal views from public service. The other choices miss the controlling issue by using personal preference to restrict access or demanding justification. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

81. A — Correct: follow the stated sequence and verify the final condition. Ordered instructions reduce missed conditions and inconsistent results. The other choices miss the controlling issue by skipping steps, choosing convenience over sequence, or relying on memory when the procedure is available. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

82. B — Correct: use the surrounding sentence and task to determine meaning. Context identifies the meaning that fits the actual workplace use. The other choices miss the controlling issue by choosing by familiarity, length, or isolated wording. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

83. D — Correct: compare the records field by field. Field-by-field comparison catches small errors that affect service. The other choices miss the controlling issue by using partial inspection, equating similar names, or replacing evidence with memory. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

84. C — Correct: identify the base, rate, and authorized rule before explaining. Clear calculation depends on the correct base and governing procedure. The other choices miss the controlling issue by guessing from the result, changing the rule, or explaining without verification. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

85. D — Correct: compare the stated times and prioritize according to procedure. Time accuracy supports reliable notices, queues, and handoffs. The other choices miss the controlling issue by using subjective preference, ignoring the deadline, or editing schedules without authority. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

86. A — Correct: follow the stated sequence and verify the final condition. Ordered instructions reduce missed conditions and inconsistent results. The other choices miss the controlling issue by skipping steps, choosing convenience over sequence, or relying on memory when the procedure is available. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

87. C — Correct: use the surrounding sentence and task to determine meaning. Context identifies the meaning that fits the actual workplace use. The other choices miss the controlling issue by choosing by familiarity, length, or isolated wording. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

88. B — Correct: compare the records field by field. Field-by-field comparison catches small errors that affect service. The other choices miss the controlling issue by using partial inspection, equating similar names, or replacing evidence with memory. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

89. A — Correct: identify the base, rate, and authorized rule before explaining. Clear calculation depends on the correct base and governing procedure. The other choices miss the controlling issue by guessing from the result, changing the rule, or explaining without verification. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

90. C — Correct: compare the stated times and prioritize according to procedure. Time accuracy supports reliable notices, queues, and handoffs. The other choices miss the controlling issue by using subjective preference, ignoring the deadline, or editing schedules without authority. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

91. B — Correct: protect the area and notify the responsible help. Immediate hazard control reduces harm while keeping employees within training. The other choices miss the controlling issue by waiting for an injury, using unknown materials, or assigning safety duties to a customer. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

92. D — Correct: follow the facility plan and direct people toward safety. Emergency procedures reduce improvisation and protect life. The other choices miss the controlling issue by investigating without training, delaying for consensus, or treating routine service as the priority. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

93. A — Correct: record objective facts and notify the designated role. Objective reporting supports follow-up without speculation or unnecessary disclosure. The other choices miss the controlling issue by labeling motives, over-sharing, or leaving the next employee without information. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

94. C — Correct: document the facts and seek the authorized decision-maker. Escalation protects consistency when authority or policy interpretation is needed. The other choices miss the controlling issue by inventing authority, selecting an unqualified decision-maker, or creating secret rules. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

95. D — Correct: address the safety concern while communicating fairly with waiting customers. Safety and proportionate communication guide competing responsibilities. The other choices miss the controlling issue by rewarding volume, delaying a hazard, or abandoning service without communication. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

96. B — Correct: protect the area and notify the responsible help. Immediate hazard control reduces harm while keeping employees within training. The other choices miss the controlling issue by waiting for an injury, using unknown materials, or assigning safety duties to a customer. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

97. C — Correct: follow the facility plan and direct people toward safety. Emergency procedures reduce improvisation and protect life. The other choices miss the controlling issue by investigating without training, delaying for consensus, or treating routine service as the priority. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

98. B — Correct: record objective facts and notify the designated role. Objective reporting supports follow-up without speculation or unnecessary disclosure. The other choices miss the controlling issue by labeling motives, over-sharing, or leaving the next employee without information. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

99. D — Correct: document the facts and seek the authorized decision-maker. Escalation protects consistency when authority or policy interpretation is needed. The other choices miss the controlling issue by inventing authority, selecting an unqualified decision-maker, or creating secret rules. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.

100. A — Correct: address the safety concern while communicating fairly with waiting customers. Safety and proportionate communication guide competing responsibilities. The other choices miss the controlling issue by rewarding volume, delaying a hazard, or abandoning service without communication. Library Assistant questions reward procedure, privacy, safety, fairness, and follow-through. This choice resolves the need without overreaching.