

**THE TROY CIVIL SERVICE COMMISSION ANNOUNCES
AN OPEN COMPETITIVE EXAMINATION
A \$15.00 NON-REFUNDABLE FEE IS REQUIRED**

Exam Title: **LIBRARY ASSOCIATE**

Exam #: **68485**

Date of Examination: **May 11, 2019**

Last Date for Filing: **March 22, 2019**

(Applications must be submitted or postmarked by the last date for filing)

Job Title: Library Associate

This examination is being held to establish an eligible list and fill future vacancies for the Troy Public Library.

Troy Public Library, Grade 5, Salary Range: \$24,078 – \$31,685

DUTIES OF THE POSITION: (Illustrative only)

- Assists librarians in providing reference service, providing directional assistance to commonly used materials;
- Assists librarians in cataloging library material, interlibrary loan or indexing applying library principles as directed by a librarian;
- Plans and conducts story hour and other library programs;
- Assists in preparing library exhibits and displays;
- Performs clerical tasks including data entry, answering telephones and offers general assistance to library patrons.

MINIMUM QUALIFICATIONS:

- A. Possession of a Bachelor's Degree from a regionally accredited or NYS registered college or university;
- OR**
- B. Possession of an Associate's Degree from a regionally accredited or NYS register college or university and two (2) years of full-time equivalent library experience.

SUBJECTS OF EXAMINATION: There will be a written test, which you must pass in order to be considered for appointment. The written test will be designed to test for knowledge, skills and/or abilities in such areas as:

1. **Customer service** - These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.
2. **Fundamentals of working in a library** - These questions are designed to evaluate the candidate's knowledge about the common terms and concepts used in various sections of a library (e.g. Circulation, Reference, Technical Processing, etc.); the procedures associated with shelving, storing, checking out and receiving library materials; and the proper methods of using equipment commonly found in a library and of handling, processing and storing library materials.
3. **Name and number checking** - These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

The use of calculators is RECOMMENDED for this examination

You should bring with you a hand-held battery- or solar-powered calculator for use on this test. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited. You will not be permitted to use the calculator function of your cell phone.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>

CSL §23-2: This exam is being prepared and rated by the New York State Department of Civil Service, in accordance with Section 23-2 of the Civil Service Law. The provisions of the NYS Civil Service Rules and Regulations dealing with the preparation and rating of examinations will apply to the written examination.

APPLICATION/APPLICATION FEE: A **\$15.00 NON-REFUNDABLE** application fee is required for each separately numbered examination for which you apply. The required fee must accompany your application. Payment will be accepted in the form of a check, money order, or cash. Make check or money order payable to **Troy Civil Service Commission**. Applications and payment may be filed in person during business hours (Monday-Friday 8:30am-4:30pm), or by mail to the **Troy Civil Service Commission, City Hall, 433 River Street, Suite 5001, Troy, NY 12180**. Write the exam number and last four (4) digits of your social security number on the check. **DO NOT SEND CASH THROUGH THE MAIL**. Personal checks returned for insufficient funds will be assessed an additional \$25 NSF fee.

Application forms may be obtained on line at www.troyny.gov or at the Troy Civil Service Commission Office.

Applications received/postmarked after the filing deadline will not be accepted. Every question on the application must be answered. Submission of a resume instead of a complete application is unacceptable. If your application is disapproved, the fee will not be refunded. You should carefully review the announced minimum qualifications and any residence requirements and apply only for those exams for which you clearly qualify. The Troy Civil Service Commission does not acknowledge receipt of applications and does not accept responsibility for non-delivery or postal delay.

Exception to Fee Requirement - A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household, eligible for Medicaid, Supplemental Security Income payments, Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are Job Training Partnership Act/Workforce Investment Act eligible. To request a waiver, you must complete a "Request for Application Fee Waiver and Certification" form and submit it with your application. All claims for application fee waiver are subject to verification. Forms can be obtained from the Troy Civil Service Commission Office or online at www.troyny.gov.

ADMISSION NOTICES: Accepted candidates will be notified of when and where to appear for the examination. No one will be admitted to the exam without a picture identification card, and an official admission letter. If an application is disapproved, due notice will be sent. The Commission does not make formal acknowledgment of receipt of an application. Contact the Commission if you have not received your notice three (3) days before the date of the test.

ALTERNATE TEST DATE POLICY: The Troy Civil Service Commission recognizes the need to accommodate applicants on other than regularly scheduled test dates. Our alternate test date policy is based upon the premise that a candidate will make such a request only because of compelling circumstances, like an emergency conflict between the announced date and an event of serious importance beyond his or her control. However, a candidate should make every effort to appear on the announced date. For situations such as medical emergencies, the candidate must notify the Civil Service Office no later than the Tuesday following the Saturday scheduled test date.

THE TEST CANNOT, UNDER ANY CIRCUMSTANCES, BE ADMINISTERED ONCE A CANDIDATE HAS BEEN IN CONTACT WITH OTHER CANDIDATES AFTER THE PRE-RATING REVIEW. AN EXAMINATION CANNOT BE ADMINISTERED PRIOR TO THE SCHEDULED DATE.

To request an alternate test date, contact the Troy Civil Service Commission as soon as possible.

CROSS FILER STATEMENT: If you have applied for any other civil service exams to be given on the same test date for employment with NY State or any other local government jurisdiction (excluding NYC), you must make arrangements to take all the exams at one test site.

If you have applied for both State and local government exams to be held on the same date, you must notify the Troy Civil Service Commission of your intent to take both a State and local government examination, no less than two (2) weeks before the date of the exam. **When taking both a State and a local government examination you will be required to take all your examinations at a State examination center.**

If you have applied for other local government exams, call or write to each civil service agency to make exam site arrangements. You must make your request for these arrangements no later than two (2) weeks before the date of the exams. You must notify all government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination.

RELIGIOUS ACCOMMODATIONS/DISABLED PERSONS/MILITARY MEMBERS: If special arrangements for testing are required, please indicate this on a separate sheet submitted along with your application.

VETERANS CREDIT: Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from the office of the Troy Civil Service Commission.

THE TROY MUNICIPAL CIVIL SERVICE COMMISSION AND ALL OF ITS APPOINTING AUTHORITIES ARE AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYERS. Hiring and promotion decisions are based solely upon qualifications and ability and do not discriminate on any other basis. Minorities are encouraged to apply.