



CITY OF TONAWANDA CIVIL SERVICE COMMISSION

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William Sheldon, Chairman

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**THE TONAWANDA CIVIL SERVICE COMMISSION ANNOUNCES
AN OPEN COMPETITIVE EXAMINATION**

SENIOR LIBRARY CLERK

No. 60099

Salary: \$13.37/hour

DATE OF EXAMINATION: May 12, 2018

LAST DATE TO FILE APPLICATION: April 9, 2018

The eligible list resulting from this examination will be used to fill future vacancies in the City of Tonawanda Public Library.

APPLICATION FEE: There is a \$12.50 non-refundable fee for each examination. The fee must accompany your application. You may pay in cash at the City Treasurer's Office or send a check or money order payable to the City Treasurer. Be sure your name is indicated along with the examination number on your check or money order. This fee will be waived for unemployed heads of households. **NO REFUNDS WILL BE MADE** if your application is disapproved. Be sure to compare your qualifications carefully with those stated below and file only for examinations for which you qualify.

RESIDENCY REQUIREMENT: There is no residency requirement for this exam. Preference in appointment may be given to City of Tonawanda residents. (Pursuant to subdivision 4-a of Section 23 of the Civil Service Law and the City Code of Ordinances, to be considered a resident, applicant must have been, at the time of certification for appointment and for at least four months prior thereto, a resident of such municipality.)

GENERAL STATEMENT OF DUTIES: Incumbent performs moderately complex library clerical tasks and assists patrons with both use of the library collection and general policies/procedures of the library. May supervise one or more subordinate clerical employees and volunteers; does related work as required.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma **AND**

One (1) year of experience in library clerical work which includes typing.

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experienced requirements.

CITIZENSHIP: United States Citizenship is required at time of appointment. It is not necessary for admission to the examination.

SUBJECTS OF EXAMINATION:

A written test is designed to evaluate knowledge, skills and /or abilities in the following areas:

1. 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.

2. 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.

3. Office record keeping These questions test your ability to perform common office record keeping tasks. The test consists of two or more sets of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.**

4. Public contact principles and practices 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.

5. Supervision These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, included such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

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 exam" helpful in preparing for this test. This publication is available on line at: www.cs.ny.gov/testing/localtestguides.cfm.

THE USE OF CALCULATORS IS RECOMMENDED FOR THIS EXAMINATION

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction, excluding New York City, you must make arrangements to take all the examinations at one test site by filling out a cross-filer form (available at our office or on our website).

If you have applied for both State and local government examinations, you must take all your examinations at the State examination center. You will receive a letter from the state notifying you of the location you are to report to. You must make your request for these arrangements no later than two weeks before the date of the examinations. You must notify all local government civil service agencies with which you have filed an application of the test site at which you wish to take your examination.

VETERANS: Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 10 and 5 points, respectively added to their earned scores if successful in passing the examination. You must claim these credits when you file the application, but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again, with one exception: if a non-disabled veteran used veteran's credits to obtain an appointment or promotion with New York State or a local government AND subsequent to such use, he/she was determined by the United States Department of Veterans Affairs to be a qualified disabled veteran, then he/she shall be entitled to apply for and use 10 credits on NYS and local open competitive and promotional exams, minus the number of non-disabled credits he/she had previously used.

CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY: shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

RELIGIOUS ACCOMODATION-DISABLED PERSONS: If special arrangements for testing are required, indicate this on your application under Number 5.

Applications are available at: http://www.tonawandacity.com/residents/civil_service.php#WW9m2v3rstdk and the Civil Service office or you may send a self-addressed, stamped envelope to the Civil Service Office, 200 Niagara Street, Tonawanda, NY 14150.

**THE CITY OF TONAWANDA IS AN EQUAL OPPORTUNITY EMPLOYER
LETTER WILL NOTIFY CANDIDATES OF EXAMINATION TIME AND LOCATION.**

Issue date: March 13, 2018