

**TOMPKINS COUNTY CIVIL SERVICE
EXAMINATION
Inclusion Through Diversity**

OPEN TO THE PUBLIC

Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

TITLE: Senior Library Clerk

EXAM NO: 68626

SALARY: Depends upon the location: TC Public Library 2022 Hire Rate: 21.94/hr

EXAM DATE: 05/14/22

ISSUE DATE: 03/15/22

THE FINAL DATE TO FILE APPLICATIONS: 03/30/22

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 05/15/22

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

THE USE OF A QUIET HAND-HELD CALCULATOR IS RECOMMENDED FOR THIS EXAMINATION.

LOCATION OF POSITIONS/VACANCIES:

There is currently two positions in the title of Senior Library Clerk located at the Tompkins County Public Library. The eligible list resulting from this examination may be used to fill any appropriate full-time, part-time, and/or temporary vacancies that may occur during the life of the eligible list.

Minimum Qualifications: No later than the final filing date, the candidate must possess:

- (a) Graduation from high school or possession of a high school equivalency diploma **AND** two years of full time paid (or the equivalent part-time and/or volunteer) library clerical experience which includes experience in computerized library operations;
OR
- (b) Graduation from high school or possession of a high school equivalency diploma **AND** two years of full time paid (or the equivalent part-time and/or volunteer) experience utilizing computer software applications to perform account clerical duties in an office setting; **OR**
- (c) Any combination of training and experience equal to, or greater than, that specified in (a) or (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves moderately complex library clerical work entailing a wide variety of data processing and clerical tasks that require previous library training or knowledge of library techniques, computer skills, and customer service skills. This class is distinguished from Library Clerks by the complexity of tasks, the responsibility for acting as a lead worker, and the exercise of independent judgment in selecting the best of a number of prescribed alternatives regarding clerical operations or interpretation of library policies. The work is performed under the direct supervision of a professional Librarian, or other supervisory personnel. Incumbents may direct, review and supervise the work of subordinate clerical staff including but not limited to Library Clerks, Pages and volunteers. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Edits and enters bibliographic data into the library computer catalog;
- Enters registrations and circulation reports on a computer;
- Performs bibliographic searches using standard sources such as printed resources, the library computer catalog and online databases;
- Performs daily tasks such as ordering, receiving, and invoicing;
- Performs computer database support tasks such as creating codes and fund accounts and session defaults;
- Performs ongoing computer database maintenance tasks such as deleting old orders and producing reports;
- Prepares library materials for circulation;
- Operates calculator, library public access catalog, computer, printer, photocopy machine, fax machine and other office equipment;
- Compiles data for statistical reports;
- Maintains departmental work schedules;
- Assists in inventories;
- Instructs staff in specialized clerical work of unit;
- Assigns work to Library Clerks, Pages, and volunteers and reviews their work;
- Provides information to the public on library policies and procedures;
- May provide guidance to patrons on the use of the library collection;
- Maintains inter-library loan records;
- Maintains the library reserve collection;
- Processes accounts for lost and damaged items;
- Depending upon the location of the position may record identifying data and due date on cards to issue library materials to patrons;
- Inspects returned library material for damage;
- Verifies due dates, computes and receives overdue fines;
- Issues borrowers identification cards according to established procedures and explains the lending rules to patrons;
- Maintains an inventory of library and office supplies;
- Prepares instruction manuals for pages and volunteers.

Additional work activities specific to the Tompkins County Public Library as assigned:

- Maintains collection agency accounts;
- Reviews a variety of documents such as claim forms, vouchers, bills and purchase orders to determine eligibility for payment made or received according to defined procedures and policies;
- Processes claims, verifies accuracy of billing, researches bills and authorizes payment of outstanding bills;
- Files and maintains records pertaining to processing of invoices, vouchers, bills, memoranda, and correspondence.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of library services and practices;
- Good knowledge of office terminology, procedures and equipment;
- Working knowledge of the principles of supervision;
- Working knowledge of basic arithmetic functions of addition, subtraction, multiplication, and division;
- Working knowledge of the fundamentals of computers, computer databases, and peripheral equipment;
- Working knowledge of keeping and checking financial records and accounts is required at the TCPL;
- Basic ability to operate an alphanumeric computer keyboard (speed is not critical);
- Ability to prepare narrative or tabular material using a computer and appropriate software is required at the TCPL;

- Ability to perform close detail work involving considerable visual effort and strain;
- Ability to understand and carry out oral and written instructions;
- Ability to articulate ideas and information effectively;
- Ability to work effectively with other staff;
- Accuracy, integrity, and good judgment are required;
- The physical and mental condition of the employee shall be commensurate with the demands of the position, either with or without reasonable accommodations.

Originally created January 1, 1969

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Complete Scope of the examination and Expanded subtest descriptions:

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.

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.

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.

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, include 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.

Test guide:

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 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>.

FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties 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 firefighter or police officer killed in the line of duties 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.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850