

Key knowledge, skills, and abilities tested in the 3630 Core Exam:

- Knowledge of modern library services, resources, procedures, and technologies;
- Knowledge of circulation, cataloging, reference, children, teen, and adult services, and library administration;
- Knowledge of standard information/reference sources both electronic and print;
- Knowledge of conflict resolution and basic de-escalation techniques;
- Knowledge of current collection development and collection management practices and procedures;
- Ability to educate, advise, and instruct library patrons in the use of library facilities, equipment, services, technologies, and materials;
- Ability to conduct reference interviews to assess patron information needs and assist patrons with research and readers advisory questions;
- Ability to research, evaluate, and locate information, materials, and online resources;
- Ability to maintain files, records and prepare reports, including the ability to gather, organize, and interpret data;
- Ability to plan, promote, conduct, and evaluate library programs, exhibits, and services;
- Ability to manage financial resources and work within a budget to meet department/section needs;
- Ability to understand, interpret and explain library policies and procedures to others orally and in writing;
- Ability to plan, organize and complete assigned work in a timely manner, within a dynamic setting with rapidly changing priorities;
- Knowledge of computer systems such as word processing, spreadsheet and data analysis programs, and applications, including knowledge of search engines and Internet browsers.