

LSSC Practice Test Questions and Answers

1. What is a classification system in libraries?

- A) A system to categorize materials alphabetically.
- B) A method to group resources by their subject or content.
- C) A process to select materials for purchasing.
- D) A method for organizing materials by popularity.

2. Why is customer service essential in libraries?

- A) It increases the number of library visitors.
- B) It helps create a positive environment and improves patron satisfaction.
- C) It allows staff to limit library access.
- D) It focuses solely on managing library finances.

3. What role does feedback play in customer service?

- A) Feedback is irrelevant to customer service improvement.
- B) Feedback provides valuable insights for improving services and meeting patrons' expectations.
- C) Feedback only helps improve the library's physical appearance.
- D) Feedback is unnecessary if the library is already well-established.

4. Why is research assistance important in libraries?

- A) It helps patrons find irrelevant information.
- B) It guides patrons in locating the most relevant and credible resources.
- C) It limits access to physical materials.
- D) It focuses only on online databases.

Answers: 1-B 2-B 3-B 4-B

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