FINDING STUDY GUIDES FOR STATE CIVIL SERVICE EXAMS:
A MANUAL FOR PUBLIC AND INSTITUTIONAL LIBRARIES

11th Edition Revised

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Compiled by
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State Library of Louisiana
Baton Rouge, Louisiana
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**INDEX OF JOB TITLES** .................................................................................................................. 25
This booklet provides information on every written exam currently in use by the Louisiana Department of State Civil Service. It will help librarians to find appropriate study guides for patrons who are seeking state employment.

The first section of this booklet devotes one page to each exam. There you will find an outline of the questions that are asked on an exam, followed by a list of study guides the Reference staff recommends. Most of the study guides are published by Arco or National Learning Corporation (abbreviated NLC in the listings). They contain generic questions which are not based specifically on Louisiana Civil Service exams. However, the questions they contain are similar enough to those on the Louisiana exams that patrons find them to be useful study material.

The entries will also note the availability of sample questions prepared by Civil Service to assist test takers. These are prime study material, since the questions are designed specifically for Louisiana exams. They are available on the Civil Service website at www.civilservice.la.gov/examining/staffinginfo/testinformation/testinformation.asp. However, many test takers find these sample questions to be too brief or not fully representative of the content of the exams, hence the continued interest in commercial study guides like those published by Arco and NLC.

Note that the first section of this booklet lists exams in order by the series number assigned by Civil Service. This enables the user to easily find the correct breakdown of test questions when only the examination series number is known.

The second section of this booklet consists of those categories of questions, such as English grammar or mathematics, that patrons often need additional help with. Following each type of question is a list of study guides which contain examples of that kind of question. You can use this section of the booklet to find substitute study guides or additional guides for patrons who have difficulty with a particular kind of question.

The final section of this booklet is the index of job titles. Here you will find listed all of the nearly 500 jobs that require a written exam. Look up the job title you need in the index, then consult the page referenced there to find the appropriate examination outline and list of recommended study guides, from which you can select any that you have on the shelf for the immediate use of your patron.

Additional study material is available from LearningExpress Library, one of the Louisiana Library Connection databases. It is available free at public libraries throughout the state, or residents can access it from home or work by going to http://lalibcon.state.lib.la.us and selecting their library name and entering their library card number.

Be advised that LearningExpress Library does not provide study material for specific state exams. When you click on the learning center for “Jobs and Careers,” then on the category “Civil Service,” you will not find entries for specific state tests (like the PET) or types of tests (like clerical). Instead, LearningExpress Library offers one generic, 50-question civil service test which covers math, grammar, reading, vocabulary and spelling. This resource is useful only if you need a brief refresher on these specific question types.

A few final points to keep in mind:

- Many Civil Service positions do not require a written examination. In some cases, applicants are graded solely on the basis of their experience and training. Jobs such as these, for which Civil Service does not require a written exam, are not included in the index to this booklet.
• We cannot provide actual samples of old tests. In most cases we will send study guides published by Arco, National Learning Corporation (NLC), or Learning Express.
• Often the study guides we send will not have the same titles as the state Civil Service exams, but will contain examples of questions that are similar to those found on the tests. We will send additional materials as needed to supplement the standard study guides.
• When your library has no study guides available for a particular test, or your patron needs more material, please send a subject request to the State Library Reference Section. All we need is the exam title, the exam series number, or the job title your patron needs.
• For quicker service, you may call the Reference Section at (225) 342-4913 or email us at ref@state.lib.la.us
EXAMINATION OUTLINES

AND

RECOMMENDED STUDY GUIDES
SERIES 9000/9001

(COAST) CLERICAL/OFFICE/ADMINISTRATIVE SUPPORT TEST

SERIES 9000 Behavior Assessment

Categories of Questions:

Behavior Assessment          40

Note: Same as Biographical Inventory questions on old test.

SERIES 9001 Office Skills

Categories of Questions:

Customer Service           30
Spelling             40
Reading with Understanding        25

TOTAL:          95
PASS:                         70-100

Recommended Study Guides:

Use COAST Exam study booklet from Civil Service.

Use Sample Questions on Civil Service website.

Arco. Beginning Office Worker
    ____. Clerical Exams Handbook
    ____. File Clerk-General Clerk
    ____. Office Assistant/Associate
    ____. Practice for Clerical, Typing and Stenographic Tests

NLC. Clerk
    ____. General Clerical and Typing Careers Test

Behavior Assessment (Biographical Inventory):

Kaplan. Civil Service Exams. See Chapter 9: Personal Characteristics and Experience Inventory

Customer Service:

NLC. Customer Service Representative

Spelling:

LearningExpress. 1001 Vocabulary and Spelling Questions
    ____________. Practical Spelling

• Use Learning Express Library database for spelling and reading questions.
COAST TYPING SKILLS TEST

Basic typing speed and accuracy test.

Candidates have five minutes to type a preset passage as quickly and accurately as possible.

Three keystrokes are subtracted for each error.

Passing is 40 words per minute after deductions for errors.

Recommended Study Guides:

- Arco. Civil Service Typing Tests
- . Clerical Exams
- . Practice for Clerical, Typing and Stenographic Tests

Any typing or keyboarding manual with sample passages to type for practice.
SERIES 9111

ENGINEERING TECHNICIAN

Categories of Questions:

Part 1
Attention to Detail Test
100 questions, 7 minutes

NOTE: These questions test the ability to detect differences between two figures.

Part 2

English Usage 20
Following Directions 20
Problem Solving (Math Word Problems) 20

TOTAL: 60

PASS: 70-100

Recommended Study Guides:

Use Engineering Aide Test study booklet from Civil Service.

Use Sample Questions on Civil Service website.

NOTE: Engineering Technician (Arco) and Engineering Aide (NLC) are too technical for this exam. Use instead:

Arco. Civil Service Arithmetic and Vocabulary
Koch. Civil Service Quizzer and Guide

Use any clerical study guide, for math and English.

Attention to Detail Test (Differences between Two Figures):

Arco. Mechanical Aptitude & Spatial Relations Tests
Koch. Mechanical Work Examinations

• Use LearningExpress Library database for English and math questions.
SERIES 9200

WILDLIFE & FISHERIES TECHNICIAN EXAM

Categories of Questions:

<table>
<thead>
<tr>
<th>Category</th>
<th>Questions</th>
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<tr>
<td>Mathematics</td>
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</tr>
<tr>
<td>Following Directions/Coding</td>
<td>20</td>
</tr>
</tbody>
</table>

TOTAL: 60

PASS: 70-100

Recommended Study Guides:

Use Wildlife & Fisheries Technician Exam study booklet.

Use Sample Questions on Civil Service website.

Arco. Beginning Office Worker
    ___ . Clerical Exams Handbook
    ___ . File Clerk-General Clerk
    ___ . Office Assistant/Associate
    ___ . Practice for Clerical, Typing and Stenographic Tests

NLC. Clerk
    ___ . Fish and Wildlife Technician
    ___ . General Clerical and Typing Careers Tests

Substitutes:

Arco. Employment Security Clerk
    ___ . Office Machines Operator
    ___ . Shop Clerk
    ___ . Telephone Operator

Coding:

NLC. Coding

• Use LearningExpress Library database for math and reading questions.
ACCOUNTING PARAPROFESSIONAL TEST

Categories of Questions:

- Bookkeeping & Accounting Problems: 20
- Mathematics: 15
- Journal Problems: 15
- Accounting Terms: 10

TOTAL: 60

PASS: 70-100

Recommended Study Guides:

Use Accounting Paraprofessional Test study booklet from Civil Service.

Use Sample Questions on Civil Service website.

Arco. Accountant-Auditor
    _____ Assistant Accountant
    _____ Associate and Administrative Accountant

NLC. Accountant
    _____ Accounting Systems Specialist
    _____ Administrative Accountant
    _____ Assistant Accountant

Accounting terms, problems and journalizing:

Arco. Bookkeeper-Account Clerk

NLC. Account Clerk

- Use LearningExpress Library database for math questions.
SERIES 9300

HIGHWAY FOREMAN

Categories of Questions:

<table>
<thead>
<tr>
<th>Category</th>
<th>Questions</th>
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<td>Math</td>
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<td>Tables and Charts</td>
<td>5</td>
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</tbody>
</table>

TOTAL: 50

PASS: 70-100

Recommended Study Guides:

Use Sample Questions for Highway Foreman study booklet from Civil Service.

Use Sample Questions on Civil Service website.

NLC. Foreman, Highways and Sewers
    Highway General Foreman
    Highway Maintenance Supervisor

Math:

Arco. Apprentice, Mechanical Trades
    Civil Service Arithmetic and Vocabulary
    Mechanical Aptitude and Spatial Relations

Koch. Mechanical Work Exams

Math, Supervision:

Arco. Construction Foreman
    Foreman

Supervision, Tables and Charts:

Arco. Management and Administration Quizzer
    Practice for Civil Service Promotion
    Supervision Course

• Use LearningExpress Library database for math questions.
SERIES 9333

(PET) PROFESSIONAL ENTRY TEST

Categories of Questions:

Although there are 10 items in each of the categories listed below, the items in each category are distributed throughout the test rather than in separate sections by category.

- Tables and Charts 10
- Reading Comprehension 10
- Math 10
- Inference (Logic) 10

TOTAL: 40

PASS: 70-100

Recommended Study Guides:

Use Professional Entry Test study booklet from Civil Service.

Use Sample Questions on Civil Service website.

NLC. Professional Entry Test (P.E.T.)

Substitutes:

Arco. Professional and Administrative Career Exam

‖. Professional Careers Test

NLC. Professional and Administrative Career Exam

‖. Professional Careers Test

Inference (Logic):

LearningExpress. 501 Challenging Logic and Reasoning Problems

Mathematics:

Arco. Civil Service Arithmetic and Vocabulary

Tabular Completion:

NLC. Civil Service Graphs, Charts and Tables

- Use LearningExpress Library database for reading and math questions.
SERIES 9500

LEAPS (LAW ENFORCEMENT AND PROTECTIVE SERVICES) TEST

Entry/Journeyman Level Law Enforcement Jobs

Categories of Questions:

- Decision Making and Human Relations: 13
- Reading Comprehension: 10
- Mathematics: 7
- Coding: 5
- Reasoning and Problem Solving: 13
- English and Effective Writing: 12

TOTAL: 60

PASS: 70-100

Recommended Study Guides:

- Use LEAPS Examination study booklet from Civil Service.
- Use Sample Questions on Civil Service website.
- Arco. Correction Officer (coding, English, math, reading)
- ____ Guard-Patrolman (judgment and reasoning, math, reading)
- ____ State Trooper (judgment, reading)
- ____ Teach Yourself to Pass Law Enforcement Exams in 24 Hours (reading, judgment, math)

- Learning Express. Police Officer Exam: The South (reading, English grammar, judgment)

- NLC. Law Enforcement and Investigation Occupations
- ____ Law Enforcement Candidate Record

- Any police work study guide.

Coding:

- NLC. Coding

Reasoning:

- LearningExpress. 501 Challenging Logic and Reasoning Problems

- Use LearningExpress Library database for reading, math and English questions.
LEAPS SUPERVISOR TEST

Categories of Questions:

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<td>Math</td>
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</tr>
<tr>
<td>Supervision</td>
<td>30</td>
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</table>

TOTAL: 50

PASS: 70-100

Recommended Study Guides:

Use Law Enforcement and Protective Services Supervisor Test study booklet from Civil Service.

Use Sample Questions on Civil Service website.

Arco. Correction Officer Promotion Tests
- Law Enforcement Positions
- Police Administration and Criminal Investigation
- Police Sergeant, Lieutenant, Captain
- Teach Yourself to Pass Law Enforcement Exams in 24 Hours (reading, judgment, math)

Barron. How to Prepare for the Police Sergeant Examination

NLC. Police Administration and Supervision

Math:

Arco. Civil Service Arithmetic and Vocabulary

Supervision:

Arco. Management and Administration Quizzer
- Practice for Civil Service Promotion
- Supervision Course

NLC. Civil Service Administration, Management, and Supervision

- Use LearningExpress Library database for reading and math questions.
PROFESSIONAL SUPERVISOR TEST

Categories of Questions:

- In-Basket Exercise 25
- Written Communication Skills 30
- Supervisory Skills 30

TOTAL: 85

PASS: 70-100

Recommended Study Guides:

Use Professional Supervisor Test study booklet from Civil Service.

Use Sample Questions on Civil Service website.

Arco. Management and Administration Quizzer
Arco. Practice for Civil Service Promotion
Arco. Supervision Course

NLC. Administrative Manager
NLC. Supervisor
NLC. Civil Service Administration, Management and Supervision
NLC. Professional Supervisor Test

Written Communication Skills:

Arco. Teach Yourself to Pass Civil Service Exams in 24 Hours
Arco. 24 Hours to the Civil Service Exams

NLC. Civil Service Grammar and Usage

See English Grammar in type of question section.

In-Basket Exercise:

Use the Civil Service booklet and website.

- Use LearningExpress Library database for writing questions.
PARISH HIGHWAY MAINTENANCE SUPERVISOR TEST

Categories of Questions:

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TOTAL: 60

PASS: 70-100

Recommended Study Guides:

- NLC. Bridge Maintenance Supervisor
- Highway Maintenance Supervisor

Substitutes:

- NLC. Foreman, Highways and Sewers
- Highway Engineer
- Highway General Foreman
- Highway Maintenance Specialist

Supervision and Report Writing:

- Arco. Management and Administration Quizzer
- Practice for Civil Service Promotion
- Supervision Course

- NLC. Civil Service Administration, Management, and Supervision
SERIES 9900

PROFESSIONAL MANAGER TEST

Categories of Questions:

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TOTAL: 50

PASS: 70-100

* Exact number of questions not specified.

Recommended Study Guides:

Use Manager/Administrator Test study booklet from Civil Service.

Use Sample Questions on Civil Service website.

Arco. Civil Service Administrative Tests (includes budgeting)
Arco. Management and Administration Quizzer
Arco. Supervision Course (includes budgeting)

NLC. Administrative Manager
NLC. Civil Service Administration, Management and Supervision

Budgeting:

Arco. Administrative Assistant

NLC. Budget Examiner
NLC. Budget Examining Trainee
NLC. Business Manager
SERIES 9901/9902

MOTOR VEHICLE COMPLIANCE ANALYST TEST

Series 9901 Written Office Skills

**Categories of Questions:**

- Reading Comprehension: 10
- Mathematics: 10
- Coding/Following Instructions: 20

**TOTAL:** 40
**PASS:** 70-100

Series 9902 Customer Service Video

**Categories of Questions:**

- Customer Service: 47

**Note:** This part of the test uses a video to present various work situations. Multiple-choice questions require the test taker to choose the best way to handle each situation.

Every answer scores points, some more than others.
**PASS:** 70-100

**Recommended Study Guides:**

- Use [Motor Vehicle Compliance Analyst Test study booklet](#).
- Use Sample Questions on Civil Service website.

- NLC. [Motor Vehicle License Clerk](#).
- Motor Vehicle License Examiner
- Motor Vehicle Officer

- Use any clerical or office work study guide.

**Coding:**

- NLC. [Coding](#).

**Customer Service:**

- NLC. [Customer Service Representative](#)

- Use [LearningExpress Library](#) database for reading and math questions.
TYPES OF QUESTIONS

AND

RECOMMENDED STUDY GUIDES
BUDGETING

Arco. Administrative Assistant
____. Civil Service Administrative Tests
____. Supervision Course

NLC. Budget Examiner
____. Budget Examining Trainee

CODING

NLC. Coding

CUSTOMER SERVICE

NLC. Customer Service Representative

ENGLISH GRAMMAR/USAGE/CORRECT EXPRESSION

Arco. College Office Assistant
____. Employment Security Clerk
____. Federal Service Entrance Examinations
____. File Clerk-General Clerk
____. Investigator-Claim Examiner
____. Junior Federal Assistant
____. Office Assistant
____. Practice for Civil Service Promotion
____. Professional Trainee
____. Senior Clerical Series
____. Stenographer-Typist
____. Supervising Clerk-Stenographer
____. Teach Yourself to Pass Civil Service Exams in 24 Hours
____. 24 Hours to the Civil Service Exams

Barron. Stenographer, Typist, Clerk, and Office Machine Operator

LearningExpress. Civil Service Career Starter
_____________. 501 Grammar and Writing Questions
_____________. Grammar Essentials

NLC. Civil Service Grammar and Usage

• LearningExpress Library Database

FOLLOWING INSTRUCTIONS

Arco. Beginning Office Worker
____. Cashier
____. Clerk N.Y.C.
____. Computer Programmer
FOLLOWING INSTRUCTIONS CONTINUED

- Correction Officer
- Employment Security Clerk
- File Clerk
- General Entrance Series
- General Test Practice for 92 U.S. Jobs
- Guard-Patrolman
- Hospital Attendant
- Laborer
- Messenger
- Office Machines Operator
- Parking Enforcement Agent
- Post Office Clerk-Carrier
- Postmaster
- Railroad Clerk
- Railroad Porter
- Staff Attendant
- Storekeeper-Stockman
- Traffic Control Agent
- U.S. Park Ranger

Koch. Civil Service Quizzzer and Guide
- Handbook of Tests (Civil Service)

NLC. Unemployment Insurance Claims Examiner

GRAPHS, CHARTS AND TABLES/DATA INTERPRETATION

Arco. Administrative Assistant
- Beginning Office Worker
- Case Worker
- Civil Service Administrative Tests
- Clerk GS4-GS7
- College Office Assistant
- Employment Interviewer
- Employment Security Clerk
- Federal Administrative and Management Examination
- Federal Service Entrance Exams
- General Test Practice
- Homestudy Course for Civil Service Jobs
- Hospital Care Investigator
- Investigator/Claim Examiner
- Junior Administrative Development Exam
- Law Enforcement Positions
- PACE (Professional and Administrative Career Exam)
- Personnel Examiner
- Professional Careers Test
- Professional Trainee
GRAPHS, CHARTS AND TABLES/DATA INTERPRETATION CONTINUED

___ Social Case Worker
___ Statistician
___ Supervising Clerk-Stenographer
___ Supervision Course
___ Teach Yourself to Pass Civil Service Exams in 24 Hours
   ___ 24 Hours to the Civil Service Exams
___ U.S. Park Ranger
___ U.S. Professional Mid-Level Positions
___ U.S. Summer Jobs

Koch. Civil Service Quizzer and Guide
___ Mechanical Work Examinations
___ Social Welfare Examinations

NLC. Beginning Clerical Worker
___ Business Manager
___ Civil Service Graphs, Charts, and Tables
___ Consumer Affairs Specialist
___ Contract Specialist
___ Game Management
___ Graphs, Charts, and Tables
___ Professional Careers Test
___ Professional Trainee
___ Research Assistant

HUMAN RELATIONS

Koch. Civil Service Quizzer and Guide
___ Computer Work and Computer Trainee Examinations
___ Eligibility Worker Examinations
___ Social Welfare and Eligibility Worker Examinations

NLC. Human Relations Representative
___ Human Relations Training Officer

LOGIC

LearningExpress. 501 Challenging Logic and Reasoning Problems

NLC. Logical Reasoning

MANAGEMENT AND SUPERVISION

Arco. Administrative Assistant
___ Civil Service Administrative Tests
___ Employment Security Clerk
___ Federal Service Entrance Exams
___ Management and Administration Quizzer
MANAGEMENT AND SUPERVISION CONTINUED

____. Practice for Civil Service Promotion
____. Principal Clerk
____. Supervising Clerk-Stenographer
____. Supervision Course

NLC. Administrative Assistant
___. Administrative Manager
___ Civil Service Administration, Management, and Supervision
___. Director
___. Employment Security Manager
___ Head Clerk (Payroll)
___ Personnel Associate
___ Personnel Manager
___ Project Manager
___ Senior Administrative Assistant

MATHEMATICS/NUMERICAL RELATIONS

Arco. ACWA (Administrative Careers with America)
___ Beginning Office Worker
___ Cashier
___ Civil Service Arithmetic and Vocabulary
___ Employment Interviewer
___ Employment Security Clerk
___ Federal Administrative and Management Examination
___ Federal Service Entrance Exams
___ File Clerk-General Clerk
___ Guard-Patrolman
___ Junior Federal Assistant
___ Office Assistant
___ PACE (Professional and Administrative Career Exam)
___ Parking Enforcement Agent
___ Practice for Civil Service Promotion
___ Stenographer-Typist
___ Teach Yourself to Pass Civil Service Exams in 24 Hour
___ 24 Hours to the Civil Service Exams
___ U.S. Employment Service General Aptitude Test Battery

Barron. How to Prepare for the Civil Service Examinations for Stenographer, Typist, Clerk, and Office Machine Operator
___ Math Word Problems the Easy Way

Career Press. Master Math: Solving Word Problems
Koch. Civil Service Handbook of Tests
___ Mechanical Work Examinations
___ Social Welfare and Eligibility Worker Examinations
___ Work and Compare Arithmetic
MATHEMATICS/NUMERICAL RELATIONS CONTINUED

____. Social Welfare and Eligibility Worker Examinations
____. Work and Compare Arithmetic

LearningExpress. Civil Service Career Starter
______________. Practical Math Success in 20 Minutes a Day

NLC. Beginning Office Worker
____. Civil Service Arithmetic
____. Contracts Examiner
____. Head Clerk (Payroll)
____. Professional Trainee

• LearningExpress Library Database

PAPAGRAPHS – BEST SENTENCE ORDER

LearningExpress. 501 Grammar & Writing Questions (pages 73-76)

READING COMPREHENSION

LearningExpress. Civil Service Career Starter
______________. 501 Reading Comprehension Questions
______________. Reading Comprehension Success: In 20 Minutes a Day

Many study guides include examples of this kind of question.

REASONING

Arco. 24 Hours to the Civil Service Exams

LearningExpress. 501 Challenging Logic and Reasoning Problems

NLC. Logical Reasoning

REPORT WRITING

Arco. Addiction Specialist
_____ . Administrative Assistant
_____ . Bank Examiner
_____ . Buyer
_____ . Case Worker
_____ . Civil Engineer
_____ . Claim Examiner
_____ . Clerk-Stenographer, Senior
_____ . College Office Assistant
_____ . Consumer Affairs Inspector
_____ . Federal Service Entrance Exams
_____ . Fire Administration and Technology
_____ . Foreman
REPORT WRITING CONTINUED

- Investigator/Claim Examiner
- Junior Administrative Development Exam
- Management and Administration Quizzer
- Motor Vehicle License Examiner
- Parking Enforcement Agent
- Personnel Examiner
- Playground and Recreation Director’s Handbook
- Policewoman
- Practice for Civil Service Promotion
- Probation and Parole Officer
- Professional Trainee, Administrative Aide
- Senior Clerical Series
- Social Supervisor
- State Trooper
- Supervision Course
- Traffic Control Agent
- Treasury Enforcement Agent
- U.S. Professional Mid-Level Positions

Koch. Federal Service Entrance Exams

LearningExpress. 501 Grammar and Writing Questions

NLC. Investigator-Inspector
- Personnel Assistant
- Personnel Technician
- Professional Careers Test
- Report Writing

SPELLING/VOCABULARY

Arco. Civil Service Arithmetic and Vocabulary
- Words for Smart Test Takers

LearningExpress. Civil Service Career Starter
- 1001 Vocabulary and Spelling Questions
- Practical Spelling
- Practical Vocabulary
- Vocabulary and Spelling Success in 20 Minutes a Day

WORK RATE PROBLEMS

Arco. 24 Hours to the Civil Service Exams (2nd ed.), pages 231-242.

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