OBSERVATION FORM—REFERENCE OR OTHER PUBLIC SERVICE FORM

LIBRARIAN

Reference or Public Service Performance: To determine whether the librarian shows evidence of mastery of library resources and technology and demonstrates proficiency in library public service.

Librarian: _____ Evaluator: _____

Activity: _____ Date: _____ Scheduled Time: _____

Number of student interactions observed: _____ Time Activity Began: _____

Rating Key: A= Exceeds criteria B= Meets criteria C= Needs improvement   D= Not enough information   E= Not applicable in this observation

PUBLIC SERVICE SKILLS		
RATED SECTION	A B C D E	COMMENTS OR EXAMPLES OF BEHAVIOR
1. PERSONAL MANNER: Librarian makes eye contact, greets and welcomes students sincerely; speaks in a friendly manner.		
2. INCLUSIVE SERVICE: Librarian serves without regard to national origin, religion, age, gender, gender identity, gender expression, race or ethnicity, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, or pregnancy or because they are perceived to have one or more of the foregoing characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics.		
3. RESPECTFUL SERVICE: Librarian interacts with students in a respectful, non-judgmental manner; safeguards confidentiality of student interaction.		
4. TIME MANAGEMENT: Librarian does not spend an undue amount of time or effort with one student if another student is waiting; acknowledges a student's presence immediately, even if occupied.		

RATED SECTION	A B C D E	COMMENTS OR EXAMPLES OF BEHAVIOR
5. LIBRARY POLICIES: Librarian demonstrates knowledge of and upholds library policies and procedures.		

REFERENCE INTERVIEW SKILLS		
Rated Section	A B C D E	COMMENTS OR EXAMPLES OF BEHAVIOR
6. Librarian applies all or most of the reference interview process to appropriate questions.		
7. Librarian chooses resources that address both the content and complexity of students' needs.		
8. Librarian involves or guides students in developing an effective, relevant search strategy that addresses the information need.		
9. Librarian offers advice and instruction about, or demonstrates the importance of, search evaluation and/or source evaluation.		

Rated Section	A B C D E	COMMENTS OR EXAMPLES OF BEHAVIOR
10. Librarian demonstrates ability to skillfully use and provide instruction regarding online informational retrieval tools (databases, catalogs, search engines, etc.) and information management tools (citation generators, etc.).		
11. Librarian demonstrates ability to skillfully use and provide instruction regarding basic computer hardware and software appropriate in the context of research done by students in a community college library.		
12. Librarian verifies with students that their needs have been satisfactorily and completely met.		

OVERALL PERFORMANCE RATING

A. Exceeds expectations.
B. Meets expectations.
C. Needs improvement. (Improvement plan required. See Improvement Plan form.)
D. Is unsatisfactory. (Improvement plan required. See Improvement Plan form.)

EVALUATOR COMMENTS:

I have met with the evaluee and discussed the evaluee's classroom observation.

Signed: _____Date:_____
                            Evaluator

EVALUEE COMMENTS:

I have met with the evaluator and discussed my classroom observation.

Signed:_____Date: _____
                            Evaluee