

OBSERVATION FORM—REFERENCE INTERVIEW & 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.

Note that reference interviews differ widely in depth and breadth impacting the opportunity for demonstrating all of the skills listed on this form. N/A can be used in these cases.

Librarian:	Evaluator:	
Activity (reference, community event):	Date(s) observed:	Length of time observed (if applicable):
Number of interactions observed:	Synchronous or asynchronous observation:	Modes of delivery (in-person, chat, email, virtual meeting (Zoom), other):

PUBLIC SERVICE SKILLS						
Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. The librarian uses inclusive methods to engage with students/library users, creates a safe space to interact, and encourages openness and dialog during the interaction.						
Comments (Optional)						
2. Librarian interacts with students/library users in a respectful, non-judgmental manner; safeguards confidentiality of student interaction.						
Comments (Optional)						
3. Librarian spends an appropriate amount of time or effort with one student/library users and is mindful of others awaiting assistance; acknowledges a student's/library user's presence immediately, even if occupied.						
Comments (Optional)						
4. Librarian demonstrates knowledge of library policies and procedures.						

REFERENCE INTERVIEW SKILLS 1						
Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
5. Librarian applies appropriate reference interview techniques. Such as confirming the student's information needs and asking follow-up questions.						
Comments (Optional)						
6. Librarian chooses resources that address both the content and complexity of students'/library user's needs.						
Comments (Optional)						
7. Librarian involves students/library users throughout the research process, asking open-ended questions, and encouraging active learning and exploration.						
Comments (Optional)						
8. Librarian offers advice and instruction about evaluating content for relevance and credibility, and being mindful of the power structures inherent in the research tools; questioning traditional notions of granting authority; and recognizing the value of diverse ideas and worldviews (ex., Open access, social construct of information, etc.).						
Comments (Optional)						

9. Librarian demonstrates ability to skillfully use and provide instruction regarding online information retrieval tools (databases, catalogs, search engines, etc.) and information management tools (citation generators, etc.).						1
Comments (Optional)						
10 . Librarian provides instruction regarding basic computer hardware and software appropriate in the context of research done by students in a community college library.						
Comments (Optional)						
11. Librarian verifies with students/library users that their needs have been met and encourages follow up if needed.						
Comments (Optional)						
Please include any additional information you would like to share (Optional).						

- A. Exceeds Expectations
- B. Meets Expectations
- C. Needs Improvement (Refer to Appendix G.)
- D. Unsatisfactory (Refer to Appendix G.)
- E. Not Enough Information/Not Applicable

EVALUATOR COMMENTS:

1

I have met with the evaluatee and discussed the evaluatee's observation.

Signed: _____ Date: _____

Evaluator

EVALUEE COMMENTS:

I have met with the evaluator and discussed my observation.

Signed: _____ Date: _____