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| **DOR#** | **DAILY OBSERVATION REPORT: LIBRARY CLERK** |
| DATE: | DAY:S M T W Th F S | SHIFT:9-1 1-5 5-9 |
| TRAINEE: | TRAINER: |  |
|  |
|  | RATING SCALE | **N/A** = Not Applicable**NAR** = Narrative, pg2**NRT** = Not Responding to Training |
|  | Below Minimum Acceptable Standards | Acceptable | Exceeds Minimum Acceptable Standards |
| **TIME** |  | 1 2 3 | 4 |  5 6 7 |  N/A | NAR | NRT |
| **INTERPERSONAL SKILLS** |
|  | 1 | Attitude towards librarianship/service work |  |  |  |  |  |  |  |  |  |  |
|  | 2 | Acceptance of instruction/constructive criticism |  |  |  |  |  |  |  |  |  |  |
|  | 3 | Relationships: patrons |  |  |  |  |  |  |  |  |  |  |
|  | 4 | Relationships: supervisors and co-workers |  |  |  |  |  |  |  |  |  |  |
|  | 5 | Communicates effectively with others |  |  |  |  |  |  |  |  |  |  |
|  | 6 | Demonstrates Core Beliefs (T/P/R/P) |  |  |  |  |  |  |  |  |  |  |
| **JOB KNOWLEDGE** |
|  | *Library Policy* |
|  | 7 | Circulation Policy (BPL + RS) |  |  |  |  |  |  |  |  |  |  |
|  | 8 | Rules of Conduct for Library Users Policy |  |  |  |  |  |  |  |  |  |  |
|  | 9 | Meeting Room Policy |  |  |  |  |  |  |  |  |  |  |
|  | 10 | Public Posting Policy |  |  |  |  |  |  |  |  |  |  |
|  | 11 | Confidentiality Policy |  |  |  |  |  |  |  |  |  |  |
|  | 12 | Policies—Other  |  |  |  |  |  |  |  |  |  |  |
|  | *Library Procedure* |
|  | 13 | Lost and Paid Procedure |  |  |  |  |  |  |  |  |  |  |
|  | 14 | When-to-Work and Leave Absence Reporting |  |  |  |  |  |  |  |  |  |  |
|  | 15 | Patron Registration Procedures |  |  |  |  |  |  |  |  |  |  |
|  | 16 | Missing/Damaged Item Procedures |  |  |  |  |  |  |  |  |  |  |
|  | 17 | Opening/Closing Procedures |  |  |  |  |  |  |  |  |  |  |
|  | 18 | Procedures—Other  |  |  |  |  |  |  |  |  |  |  |
| **TECHNOLOGY** |
|  | 19 | Computing Basics (Windows, email, etc.) |  |  |  |  |  |  |  |  |  |  |
|  | 20 | Polaris: Staff Client |  |  |  |  |  |  |  |  |  |  |
|  | 21 | Polaris: Leap |  |  |  |  |  |  |  |  |  |  |
|  | 22 | Polaris: PAC |  |  |  |  |  |  |  |  |  |  |
|  | 23 | OneStops |  |  |  |  |  |  |  |  |  |  |
|  | 24 | Sorter |  |  |  |  |  |  |  |  |  |  |
|  | 25 | RFID |  |  |  |  |  |  |  |  |  |  |
|  | 26 | Telephone |  |  |  |  |  |  |  |  |  |  |
|  | 27 | eCommerce |  |  |  |  |  |  |  |  |  |  |
|  | 28 | N: drive |  |  |  |  |  |  |  |  |  |  |
|  | 29 | Meeting Room Equipment |  |  |  |  |  |  |  |  |  |  |
| **PATRON SERVICES SKILLS** |
|  | 30 | Fine Collection and Cash Handling |  |  |  |  |  |  |  |  |  |  |
|  | 31 | Referrals |  |  |  |  |  |  |  |  |  |  |
|  | 32 | Walkarounds |  |  |  |  |  |  |  |  |  |  |
|  | 33 | Shelving |  |  |  |  |  |  |  |  |  |  |
|  | 34 | A/V Checks |  |  |  |  |  |  |  |  |  |  |
|  | 35 | Patron Engagement |  |  |  |  |  |  |  |  |  |  |
|  | 36 | Security Gates |  |  |  |  |  |  |  |  |  |  |
|  | 37 | Donations |  |  |  |  |  |  |  |  |  |  |
|  | 38 | Meeting Room Services |  |  |  |  |  |  |  |  |  |  |
| **WORKROOM SKILLS** |  |
|  | 39 | Book Drop |  |  |  |  |  |  |  |  |  |  |
|  | 40 | Sorting Bins / Assembling Carts |  |  |  |  |  |  |  |  |  |  |
|  | 41 | Telephone |  |  |  |  |  |  |  |  |  |  |
|  | 42 | Delivery |  |  |  |  |  |  |  |  |  |  |
|  | 43 | Picklist |  |  |  |  |  |  |  |  |  |  |
|  | 44 | Sweep Cart |  |  |  |  |  |  |  |  |  |  |

USE THE STANDARD EVALUATION GUIDELINES

 DAILY OBSERVATION REPORT

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| **C:\Program Files (x86)\Microsoft Office\MEDIA\OFFICE12\Bullets\BD21298_.gifTHE MOST ACCEPTABLE AREA OF PERFORMANCE TODAY WAS IN CATEGORY NUMBER** A specific incident which demonstrates today’s performance in this area is: **(Mandatory Area)** |  |
|  |
| **C:\Program Files (x86)\Microsoft Office\MEDIA\OFFICE12\Bullets\BD21298_.gifTHE LEAST ACCEPTABLE AREA OF PERFORMANCE TODAY WAS IN CATEGORY NUMBER** A specific incident which demonstrates today’s performance in this area is: (Mandatory on shifts when a grade below minimum acceptable standards is earned). |  |
|  |
| **DOCUMENTATION OF PERFORMANCE AND COMMENTS** Narrative documentation is required for ratings of 1, 2, 3, and NRT  |
| CATEGORY # | **NARRATIVE/COMMENTS** |
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| TRAINEE COMMENTS |
|  |
| INITIAL/DATE |

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| Trainee: | Trainer: | Supervisor: |

 N:/Library/Circ Masters/DOR – Circulation – Library Clerk